

# Groupcall Messenger User Guide



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## Version Details

- Phoenix Gold, E1, SIMS, CMIS, Integris Classic, G2, SEEMIS
- SMS Messaging
- Email Messaging
- Automated voice
- Pre-recorded voice
- Multi-Language

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## Overview

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Groupcall Messenger helps bridge the communication gap between the school office, parents, teachers and other school contacts. It provides a quick and easy way of sending mobile phone Text messages (SMS), email messages (with attachments), automated Text to Speech messages (VOICE CALLS) and/or pre-recorded voice messages to one or many recipients, or a combination of the three quickly and easily.

Messenger can be used by primary and secondary schools. It reads and fully integrates with pupil, staff, groups and attendance information held in the school Management Information System (MIS), e.g. Phoenix Gold, SIMS or CMIS.

**Text Messages** - Groupcall Messenger allows you to send a message together with a list of destinations to a centralised Groupcall server (via the Internet) which then sends individual text messages to each recipient. The server keeps track of each message and confirms if it has been delivered or not. The Groupcall software communicates with the server to show you information about your messages.

**Email Messages** - The email element of Messenger provides similar functionality to that provided by sending text messages, allowing message recipients to reply directly (if required) to the message sent to them. Messages can be sent to one, several or all pupil parental contacts held within your database, depending on your selection criteria. Message recipients are treated as individual addressees, thus ensuring security and non redistribution of personal or private information, in the same manner that is adopted when delivering SMS and Voice messages.

**Voice Messages** - The voice element of Messenger calls landlines (or mobile phones), speaks the message you typed or plays the message you have recorded and records a response from the parent (if required). This response is brought back to the originating message author and is kept in the local database.

Messages can be recorded in other languages and be sent based on the home language of the parents, which is automatically identified by Messenger from the MIS.

Messenger also provides a secure website which allows you to send text messages to your parents, staff and contacts even when you cannot get onto the school administration network. You can create groups of recipients by event or year or activity and these groups with their mobile contact details can be uploaded to the Groupcall website from the desktop software with the click of a button. You can securely access the Groupcall website from any Internet café or Internet equipped home computer and send a message to any of these groups or even the whole school.

## Concepts of Groupcall Messenger

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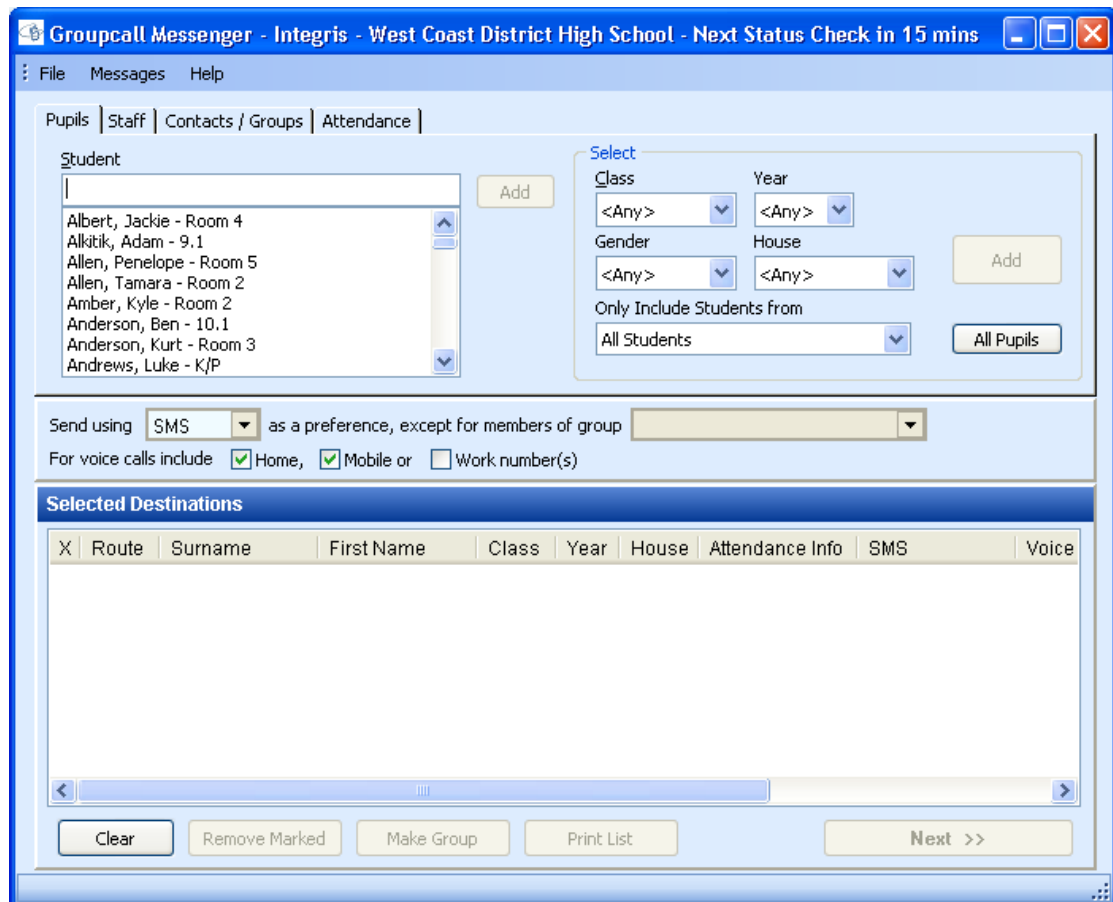
There are four easy steps to understanding Messenger:-

1. Deciding how you want to send (route) your message i.e. as SMS, eMail, VOICE or a combination of the three.
2. Making a list of recipients (one or many) who you want to receive the message. This may be comprised of parents, teachers or other contacts in any combination.
3. Typing or recording the message you want to send.
4. Checking the status of messages sent and monitoring /listening to the recorded responses from recipients who have been sent VOICE messages.

## Running Messenger for the first time

To start the program, find the GroupCall icon  on the desktop or click on **Start** and then **Programs** and then **GroupCall**.

The following screen will appear:-



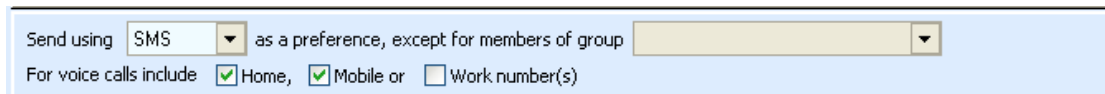
Groupcall always starts here where you can search for recipients to send messages to. You are now ready to put together a list of recipients.

## Making a list of recipients

When compiling a list of recipients, it is important to remember that everyone on the list will receive the same message (unless you are sending an attendance message - see Appendix 2 on Attendance). So, for each message, the first thing to do is identify everyone it should be sent to.

The screen is split into three sections (see above). The top section allows you enter information to search for pupils, staff or contacts (and attendance where appropriate). The middle section provides a choice of routing options for your message and the bottom section shows the search results.

## Message Routing Options (Middle section)



Send using  as a preference, except for members of group

For voice calls include  Home,  Mobile or  Work number(s)

The following elements are combined to decide how a message is routed and what contact numbers are used.

**1) Routing Preference** - Messages can be sent as SMS text, Automated VOICE (text is converted to speech), personally recorded (natural Voice), an eMail message or a combination. This section allows you to select a preference or opt for TEXT ONLY. For example, if you choose SMS as a preference the system will try to send your message as a text to all recipients with a mobile phone number. Any recipients without a mobile number will receive an automated or natural VOICE message to their landline number(s) stored in the MIS database. You should check and if necessary, adjust your routing preference prior to creating a list of recipients. To do this, click on the down arrow, on the 'send using' box, and click on an alternative route.

NB: It is possible to identify a group of recipients and control their routing preference. This group can then be entered in the field 'except for members of group' (see illustration above) as an exception. For more information on this, and to see how to permanently exclude specific telephone or mobile phone numbers see Appendix 3.

**2) Including/Excluding types of Contact Numbers (Home, Mobile, Work)** - The Groupcall system assumes that all contact numbers stored within the MIS (with parental responsibility) should be used as possible routes for a Voice message. If a message is not delivered to one number, it will, after an agreed number of retries, trip over to the next available number (in the order of priority specified in your Groupcall settings). However, you can click on these boxes to uncheck the options if you wish to exclude one or more destination types.

You can also adjust the routing preference for individual recipients after a list has been created (see page 8 - Search Results).

## Searching for Recipients (Top Section)

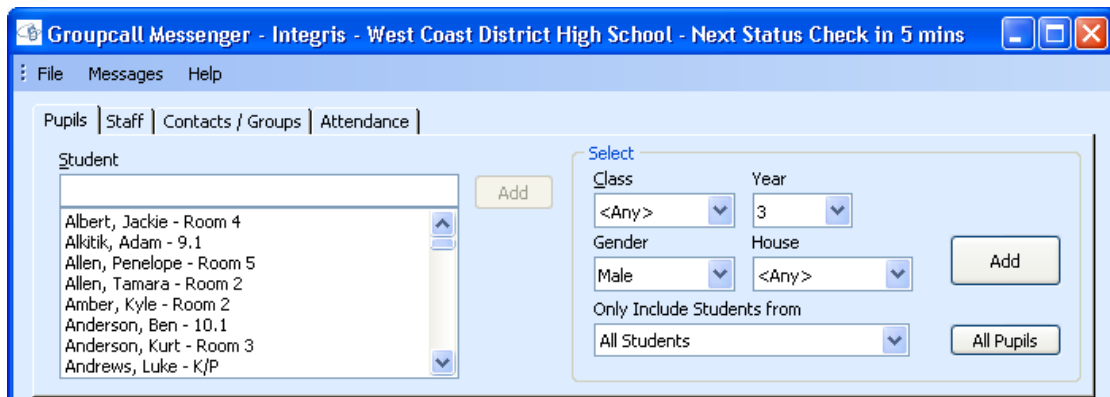
Searches can be made for Pupils, Staff, Contacts or any combination as follows:-

**Pupils Search** looks for current pupil information in the school role (from the MIS database) and is a quick and easy way to locate an individual pupil. Just start to type their surname and the list below will move alphabetically to the pupil you're looking for. When you get close, just use the arrow keys to move the highlighted bar to the required student and hit <Enter>. The selected name will appear in the list below. You can now start to type another name and add them to the list as well. As with all of the searching functionality in Groupcall, unless you "Clear" the recipient list at the bottom of the screen, recipients will always be added to the current list.

The Pupils search allows you to add pupils one at a time, but you can add classes or a whole year group (or combinations) at one time by entering the search values in Class, Year and Sex and selecting "Add".

The "All Pupils" button is also available to quickly add all "Current" pupils at the school. This is a complex process and can take a while.

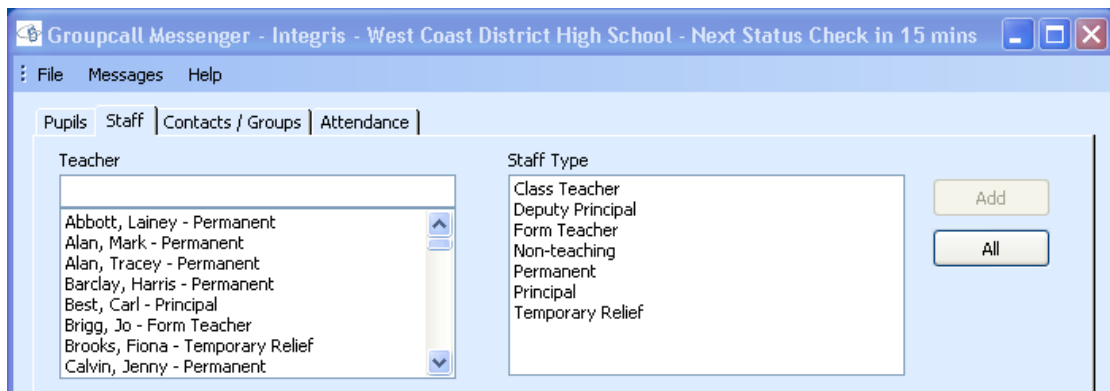
The following example would add all of the males in year 3 to the recipient list (when the "Add" button is pressed).



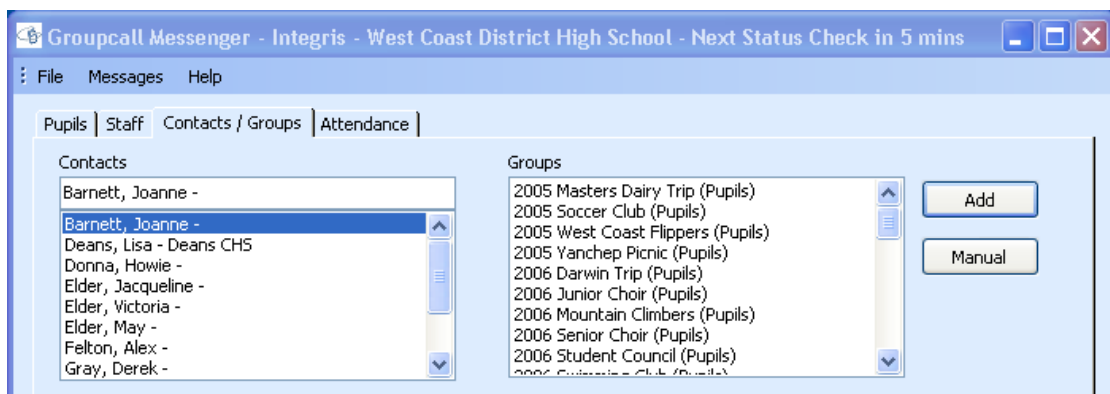
*Note: Whilst the pupil's information is displayed in the recipient list, it is their parents/guardians who are sent messages.*

**Staff Search** will allow you to pick one member of staff at a time from the list of staff members and “Add” them to the list. You can also pick the Staff Type and any member of staff which comes into that category will be added to the list. In the example below, anyone who is a “Teacher” will be added to the recipient list.

*This functionality (Staff Search) is available in conjunction with Phoenix Gold and CMIS.*

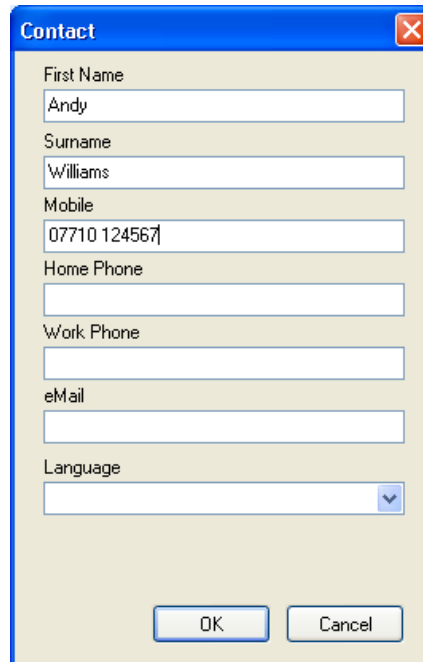


**Contact / Group Search** will allow you to pick one contact at a time from the list and “Add” them to the recipient list. ‘Contacts’ is a directory of people who are not held within the MIS and is maintained in Messenger. You can also pick from a Group and anyone in that group will be added to the recipient list. In the example below, “Joanne Barnett” would be added to the recipient list.



The recipient list can contain any combination of pupils, staff and contacts. Recipients are always added onto the results list, so if you searched for all girls in 3M and then all of the boys in 3M, you would have made one recipient list of all children in 3M.

To Add a new contact, right-click within the Contacts box and Select Add. Enter the relevant fields as follows:-



The screenshot shows a 'Contact' dialog box with the following fields and values:

- First Name: Andy
- Surname: Williams
- Mobile: 07710 124567
- Home Phone: (empty)
- Work Phone: (empty)
- eMail: (empty)
- Language: (dropdown menu)

Buttons: OK, Cancel

To modify or Delete a contact, right-click on the contact and select the required option (deleting contacts removes them from the Groupcall directory).

If there is a requirement to send a text message to a unique destination (one-off recipient), you can use the “Manual” button on the Contact Tab. Simply complete the First name, Surname and mobile number and the recipient will be added to the list.

The contact information typed for a “Manual” message will **not** be stored once the message has been delivered.

### Search Results (Bottom Section)

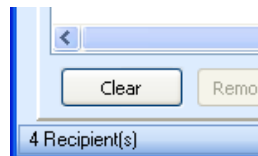
This section displays the list of recipients for the message. This list can be modified in the following ways:-

**Individual recipients can be removed.** To do this either click on the recipient to highlight it and press the delete button on the keyboard, or tick the box next to the recipient's name by clicking on it and then click on the 'Remove Marked' tab at the bottom of the screen (this is a better method for selecting and removing multiple recipients from a list in one go).

NB: Removing recipients from a list just clears them from the screen. It does not delete them permanently from a group or from the database.

**The list of search results can be saved as a new group.** To do this, click on the 'Make Group' button at the bottom of the screen and giving the group a name for future retrieval. The group will be stored in Messenger and will not be written to the MIS database.

**The message route can be changed for individual recipients.** To adjust the route, double-click on the Routing Type (SMS or Voice) next to the recipient's name and it will toggle the preference (SMS to VOICE, VOICE to SMS).



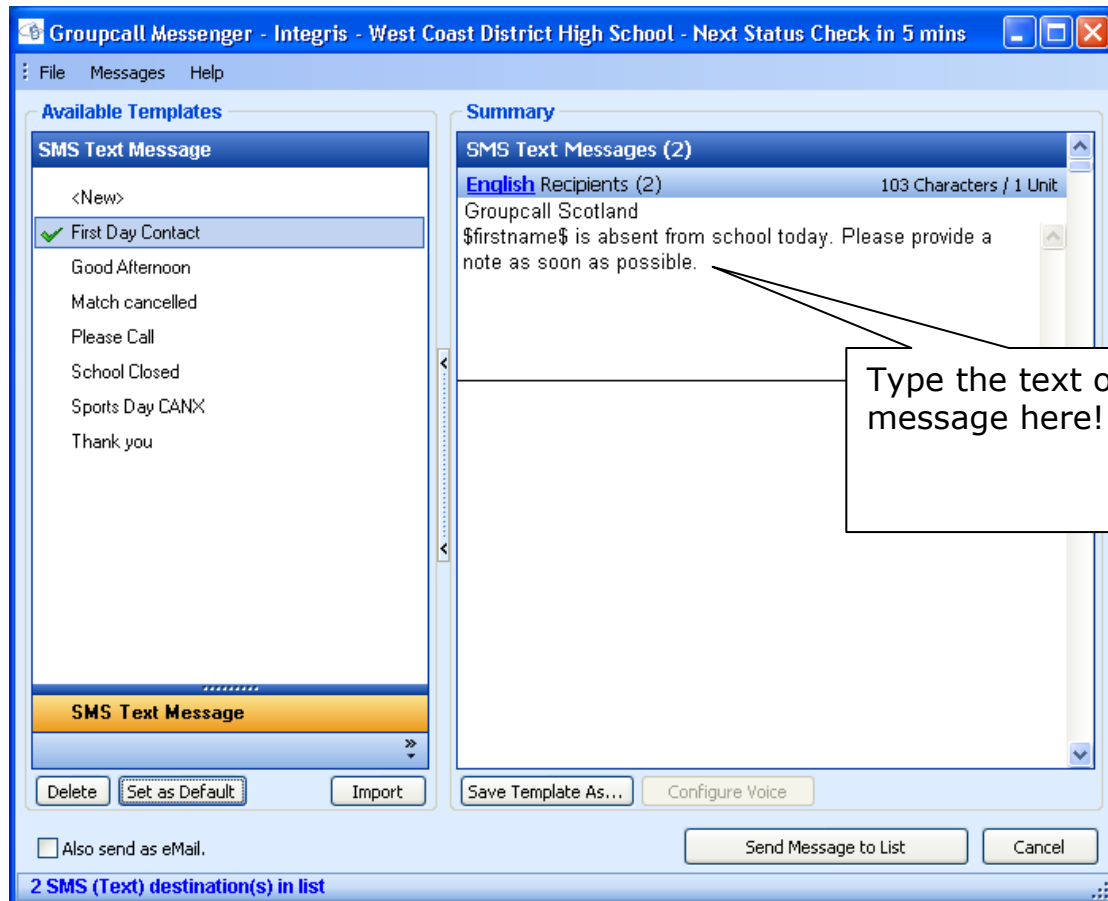
If you make a mistake and you want to start again, the Clear button will clear the recipient list and allow you start again. The people in the list are not lost or deleted in any way; they are just cleared from the screen display.

Now that we have created a list of recipients it's time to prepare the message that we want to send to them. Groupcall also supports searching "Attendance" information from the Phoenix Gold, SIMS and CMIS systems. For more information, see Appendix 1.

## Preparing the Message

You can only prepare the message text when you have identified who you want the message to be sent to. Hit the  button to go to the message editor. It will look something like this.

You will be presented with a message screen according to the types of message that you have selected, if your recipient list consists of only SMS destinations, then you will be presented with an SMS Text Message template as follows:-

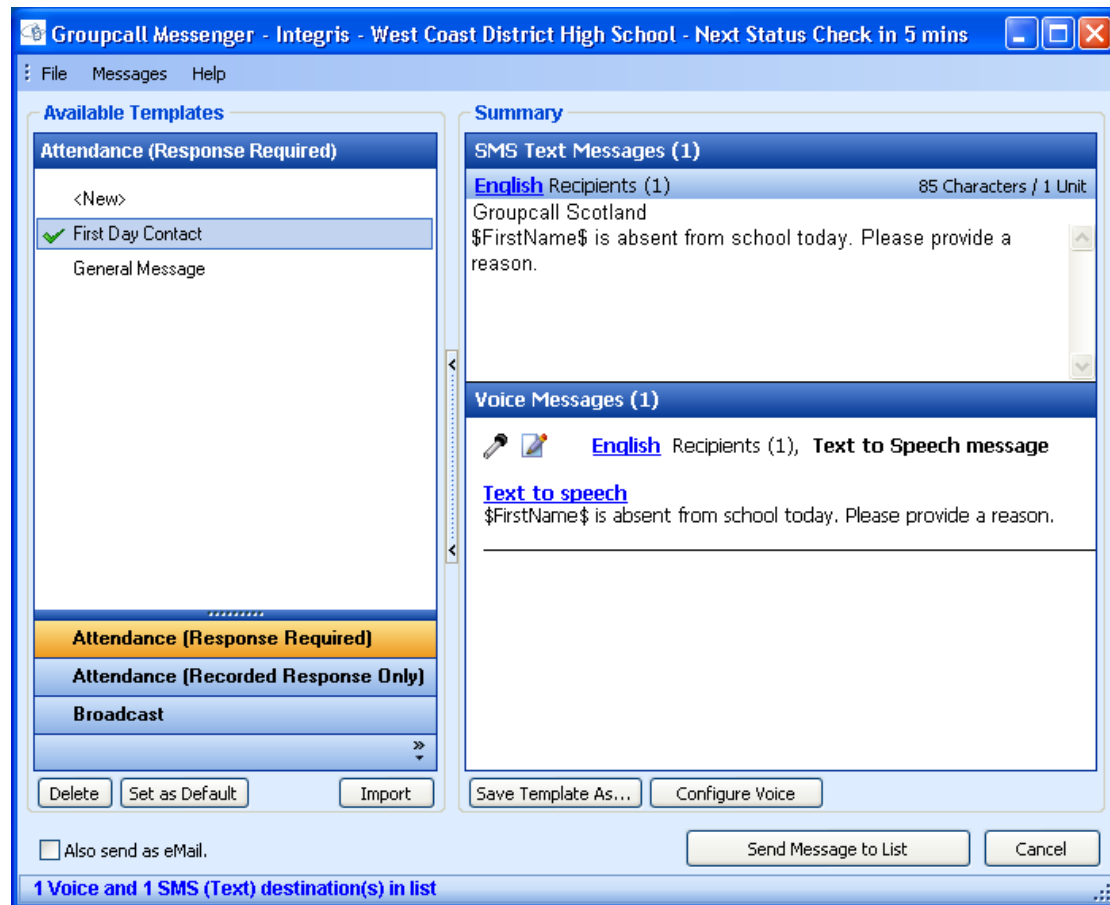


The Message Text box is the place where you type the message. Remember that what you are typing will be sent to every recipient. As you type, you will see the number of characters you have left appear next to the “Message Text” label on the screen. Should you wish to send a message larger than 160 characters (which include letters, numbers, spaces and blank lines) please select File, Settings where you will be able to enable ‘Allow large SMS messages’ which will tag messages together and deliver them to each recipient.

Templates are a convenient way of saving a message so you can use it more than once. If you are typing a message which you could use again, save it as a template using the “Save Template As” option. Once you have given it a name, it will appear with any other previously saved templates. Simply double-clicking on a template name, the template message text will be copied into the current Message Text. If there was any text in the “Message Text” box, it will be replaced so take care (See also Appendix 2 - Attendance - Templates and Mail Merge).

Now that you have prepared the text of the message and you have a list of recipients, you are ready to send the message.

If your message recipient list contains both SMS and Voice destinations, you will be presented with templates for both SMS and Voice messages as shown below:



It is important to note the different types of Voice template that can be selected. The available templates are grouped together as follows:-

**Attendance (Response Required)** - where parents will be given the option to either leave a recorded voice message or talk directly to the school. Any of these templates will continue to call the parents until they have responded.

**Attendance (Record Response Only)** - where parents will only be given the option to leave a recorded message. Any of these templates will continue to call the parents until they have responded.

**Broadcast Message** - where parents will only be given the option to leave a recorded message. Any of these templates will stop calling the parents when they have heard the message. They do not have to respond.

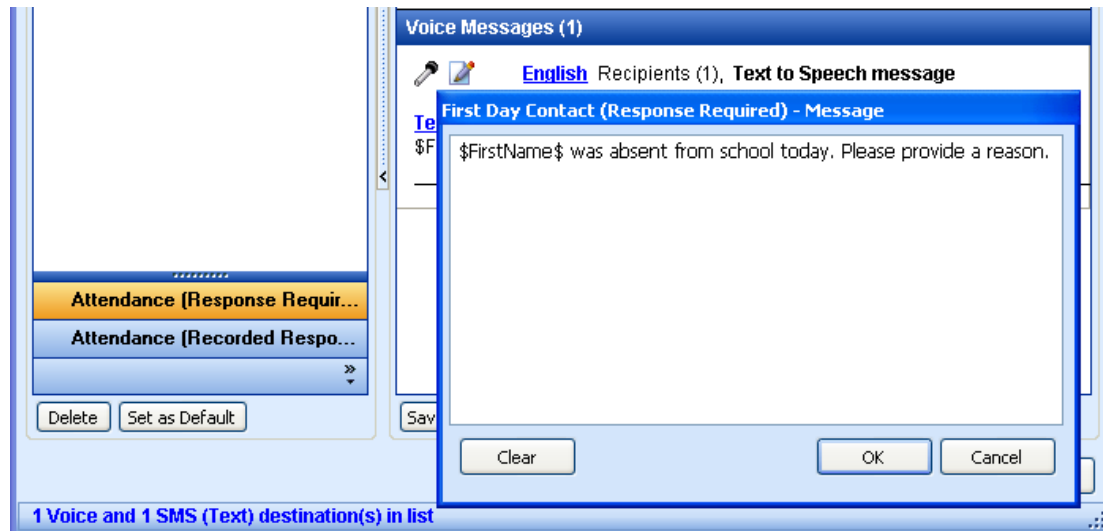
This functionality may prove invaluable when limited resources are available within the main office and an influx of parental calls may be derogatory to a normal operating environment.

Within each template type, a default message can be specified, this is identified above by the representative 'green tick', this can be easily modified to suit your requirements by selecting the required template and clicking the 'Set as Default' button.

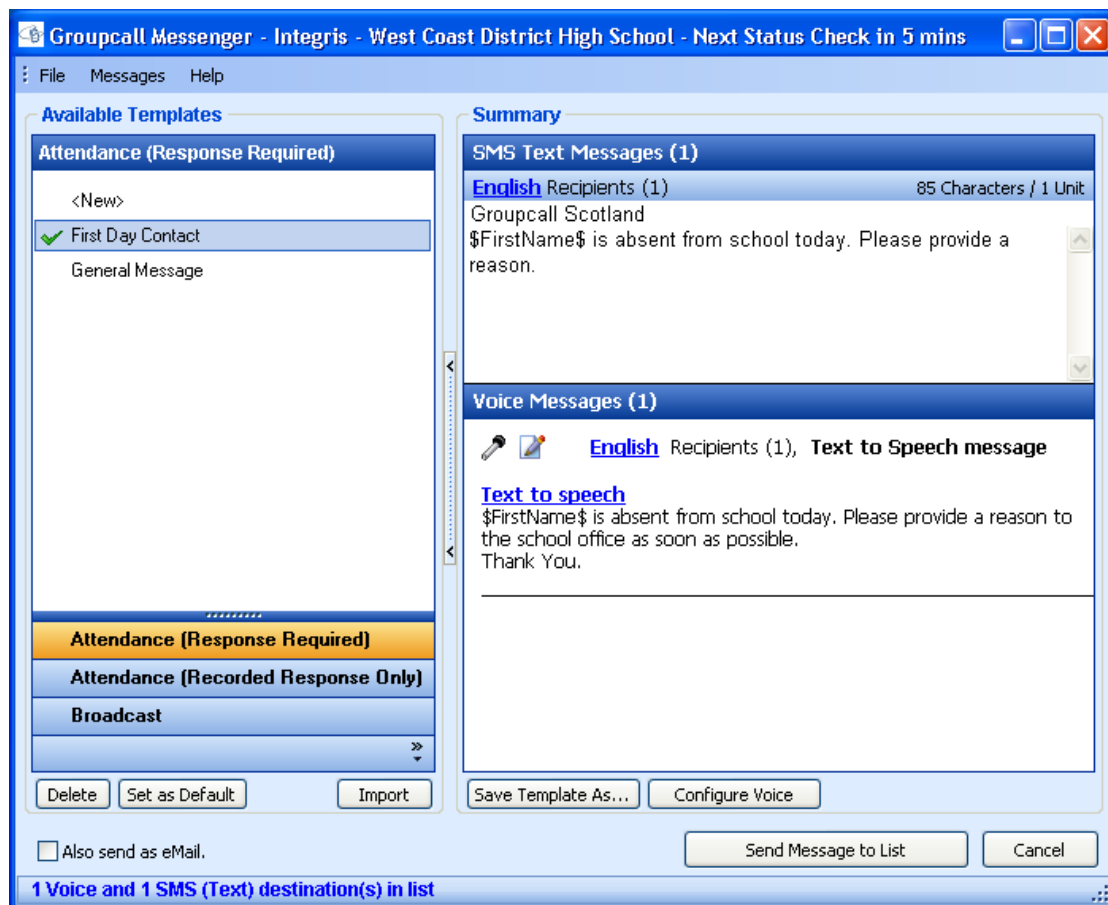
In the example above, the message sent by SMS and the message spoken by the automated voice call (text to speech) are the same. In some circumstances, it may be useful to expand on the message sent by voice call as typical abbreviations used in SMS messages

hamper the clarity of voice calls. It is advisable to make voice call text as meaningful as possible and for it to be written like a spoken sentence to obtain the best result.

To modify the contents of the Voice message, click the hotlink 'Text to Speech' which will display the following dialog box:



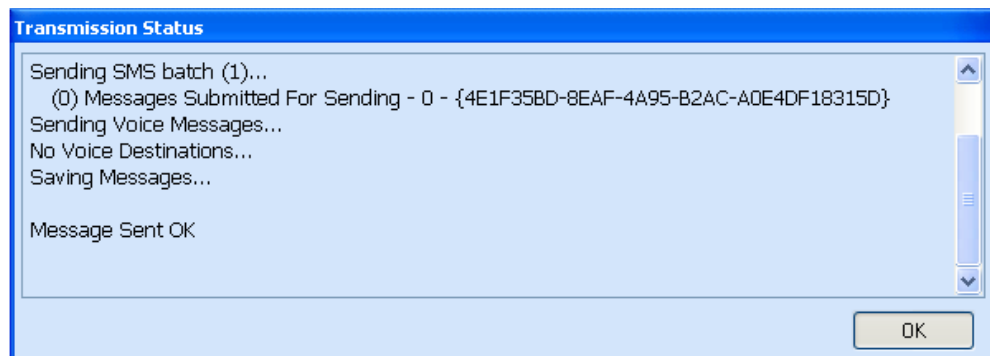
The Voice message can now be refined (if required), as follows:



When your message is prepared, click the “Send Message to List” button to send the message or “Cancel” if you have changed your mind and don’t wish to send (the current message text will not be saved).

When sending the message, you will be asked to give the message and recipients a reference (this is for your own use) which allows you to identify it in the future. Pick something meaningful which will remind you later what the message was all about e.g. “Football Training Cancelled”. The time and date is automatically added for you.

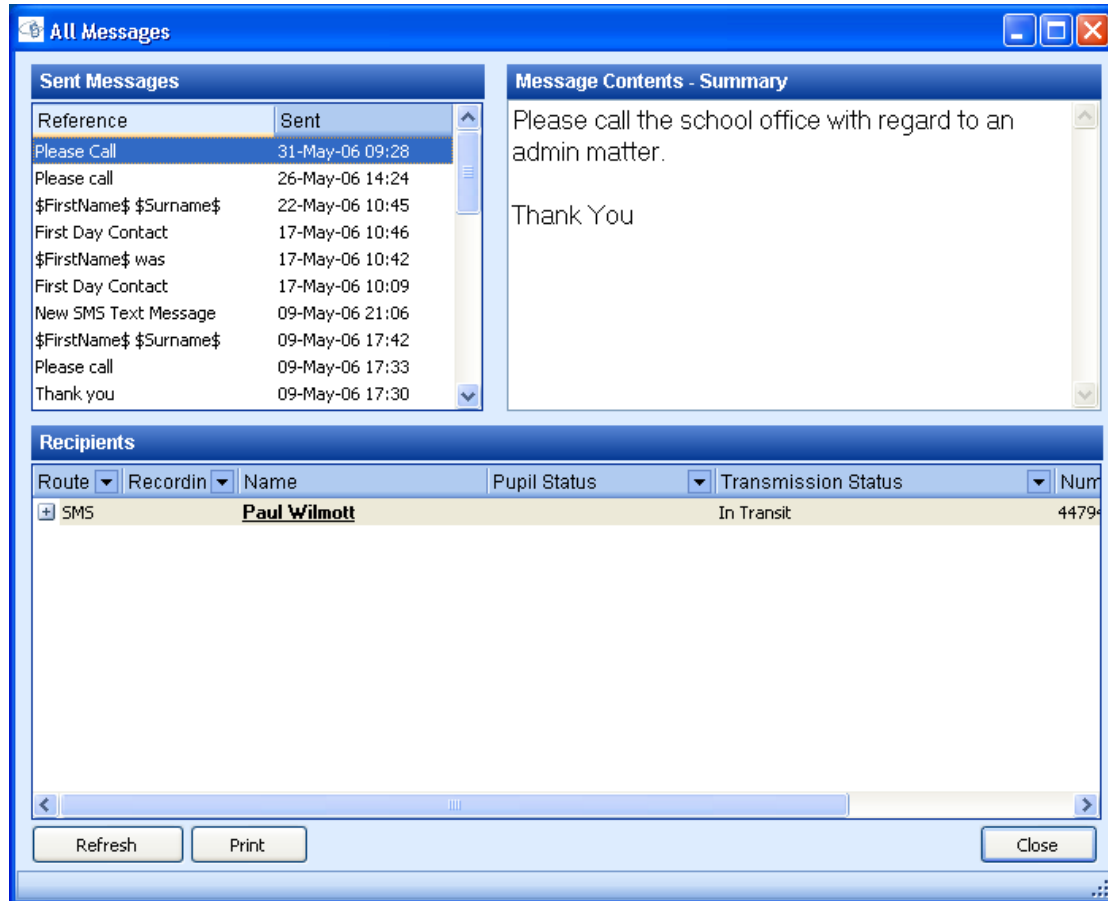
As the message is transmitted, delivery information is reported in the “Transfer Status” box at the bottom section of the screen. When the message has been delivered to the Groupcall Bureau, a box will appear confirming the message has been sent to the Groupcall server. It will look like this:-



All that remains for you to do is to check the status of messages that you have sent to see if they have been delivered. You will also want to monitor the status of your Voice calls and listen to any recorded responses left from the recipients.

## Who Got the Message?

All messages that are sent are recorded, together with their respective recipients. To get to the Messages screen, select the Message Menu item and choose “All Messages”. The following screen will appear:-



The screen is divided into three sections:-

**Sent Messages** - This provides a list of every unique message sent from the system by any user. The list is ordered to show the most recent message first. When you click on an item in the list of references, the information displayed in the “Message Text” and “Destinations” boxes will change accordingly.

**Message Contents** - This shows the actual message that was sent to the recipients.

**Recipients** - This is the list of destinations for each message, showing the route used for the message i.e. Voice or SMS, the recipient, the mobile or landline number used if and when the message was delivered. Voice calls show additional information and store any recorded responses left by the recipient. To listen to a response, click on ‘Message Left’ and a box will appear. The Play button with the green triangle plays the message, then if required, you can update the status i.e. ‘Message Left’ can be changed to ‘Medical’ (click on the down arrow on the status bar to see available status codes)

The information in the Messages Screen is correct up until the last time that the system checked with the Groupcall Server. It is possible that a message had been delivered, but you will not know about it as the information you are looking at is out of date. To refresh the information in your database, hit the “Refresh” button. This will check any messages that have been previously sent, but are marked in the local database as not yet delivered.

You do not have to be looking at a message to check its status as all messages that have not been delivered will be checked each time the “Refresh” button is selected.

Text Messages have two status codes, “In Transit” or “Delivered”. For a list of possible voice status codes, see Appendix 5.

If you need a report showing what has been delivered and what hasn’t, the “Print” option will produce a handy report with collects the messages NOT successfully delivered together so that you can deal with them if necessary.

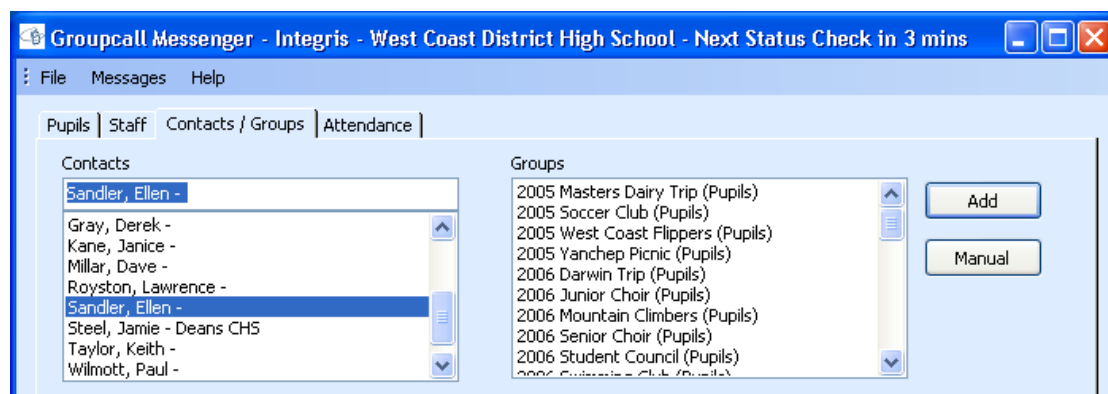
Another useful function of the Messages Menu is the ability to produce a report showing all messages sent to a specified student. Simply highlight the Student from the list of Students and select the Messages Menu and the “Msgs to <<Student Name>>” option (the Student name will appear on the menu). This will display a list of all messages sent to the student’s parent’s, which can be printed using the “Print” button.

## Making the data work for you

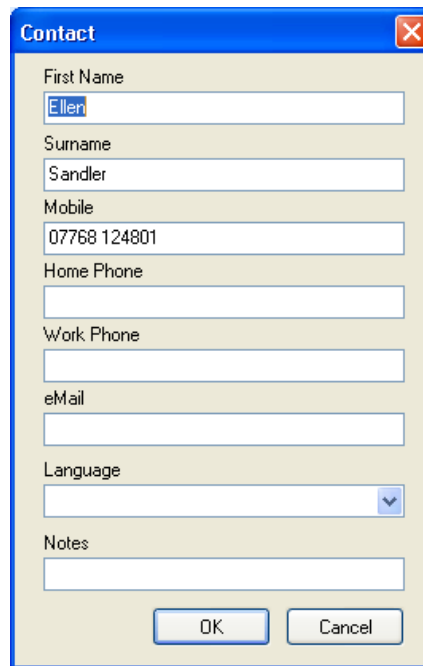
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A database will only work for you if you spend a little extra time to give it enough information. Two examples of this are the Contact file and Groups.

The Contact file is used to hold information that is NOT held within the school MIS database (Phoenix Gold, SIMS or CMIS). An example of this is people from outside of the typical school infrastructure like security personnel, other head teachers, governors etc. The contact information for these people needs to be entered into the Groupcall Contact file and kept up-to-date. This can contain as many contacts as you frequently communicate with.



To modify the contact “Ellen Sandler”, go to the screen as shown above and right-click on the contact you wish to change. Select “Modify” and you can change the details of this contact as follows:-



The 'Contact' dialog box contains the following fields:

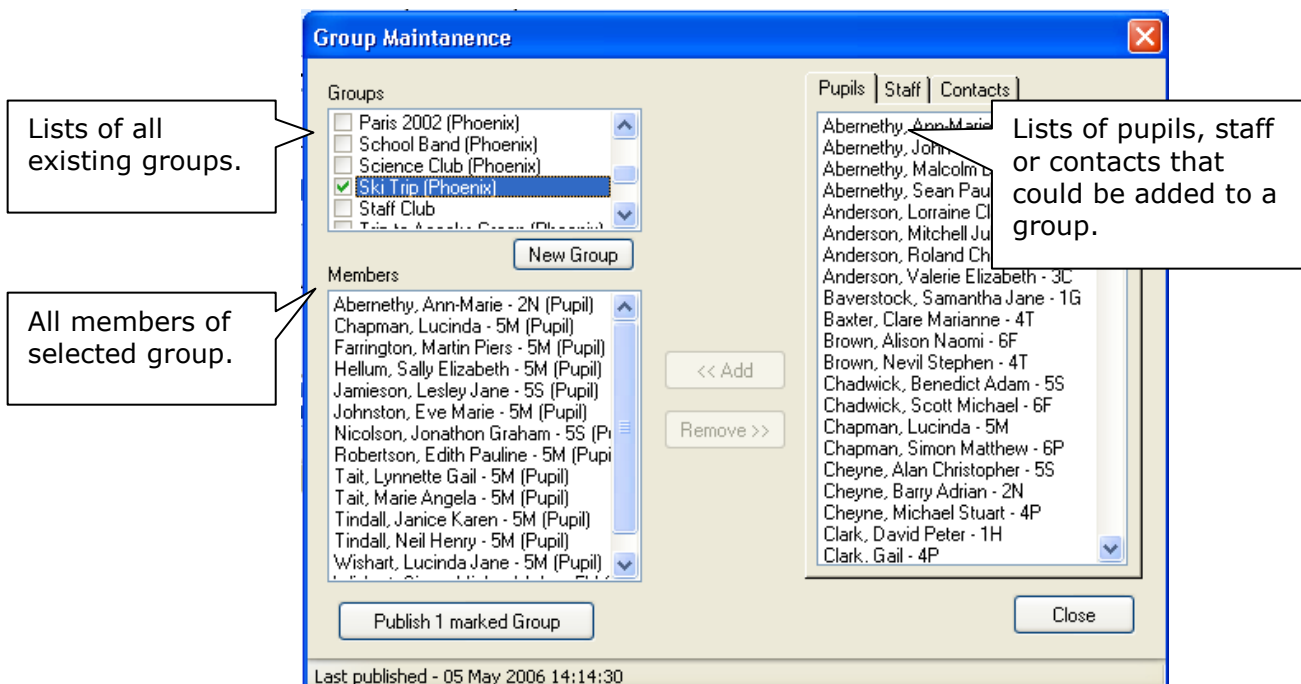
- First Name: Ellen
- Surname: Sandler
- Mobile: 07768 124801
- Home Phone: (empty)
- Work Phone: (empty)
- eMail: (empty)
- Language: (dropdown menu)
- Notes: (empty text area)

Buttons: OK, Cancel

Change any of the details as appropriate and hit “OK” to save the changes. To add a new contact, select “Add” instead of “Modify”.

The principle behind the Group information is exactly the same. Groups are a collection of recipients (parents, staff and/or contacts) under one title. You can have as many groups as you wish and save them for later use.

Group Maintenance is available from the File Menu.



The 'Group Maintenance' dialog box is divided into several sections:

- Groups:** A list of existing groups with checkboxes. Callout: "Lists of all existing groups."
  - Paris 2002 (Phoenix)
  - School Band (Phoenix)
  - Science Club (Phoenix)
  - Ski Trip (Phoenix)
  - Staff Club
- Members:** A list of members for the selected group. Callout: "All members of selected group."
  - Abernethy, Ann-Marie - 2N (Pupil)
  - Chapman, Lucinda - 5M (Pupil)
  - Farrington, Martin Piers - 5M (Pupil)
  - Hellum, Sally Elizabeth - 5M (Pupil)
  - Jamieson, Lesley Jane - 5S (Pupil)
  - Johnston, Eve Marie - 5M (Pupil)
  - Nicolson, Jonathon Graham - 5S (Pupil)
  - Robertson, Edith Pauline - 5M (Pupil)
  - Tait, Lynnette Gail - 5M (Pupil)
  - Tait, Marie Angela - 5M (Pupil)
  - Tindall, Janice Karen - 5M (Pupil)
  - Tindall, Neil Henry - 5M (Pupil)
  - Wishart, Lucinda Jane - 5M (Pupil)
- Right Panel:** A list of pupils, staff, or contacts that can be added to a group. Callout: "Lists of pupils, staff or contacts that could be added to a group."
  - Abernethy, Ann-Marie
  - Abernethy, John
  - Abernethy, Malcolm
  - Abernethy, Sean Paul
  - Anderson, Lorraine Cl
  - Anderson, Mitchell Ju
  - Anderson, Roland Ch
  - Anderson, Valerie Elizabeth - 3C
  - Baverstock, Samantha Jane - 1G
  - Baxter, Clare Marianne - 4T
  - Brown, Alison Naomi - 6F
  - Brown, Nevil Stephen - 4T
  - Chadwick, Benedict Adam - 5S
  - Chadwick, Scott Michael - 6F
  - Chapman, Lucinda - 5M
  - Chapman, Simon Matthew - 6P
  - Cheyne, Alan Christopher - 5S
  - Cheyne, Barry Adrian - 2N
  - Cheyne, Michael Stuart - 4P
  - Clark, David Peter - 1H
  - Clark, Gail - 4P

Buttons: New Group, << Add, Remove >>, Publish 1 marked Group, Close

Status: Last published - 05 May 2006 14:14:30

A group must be selected before you can add to it or remove from it. Simply find the Pupil, Staff or contact from the lists provided. Click on their name and hit the “<< Add” button. You will see their name appear in the member’s window for the selected group.

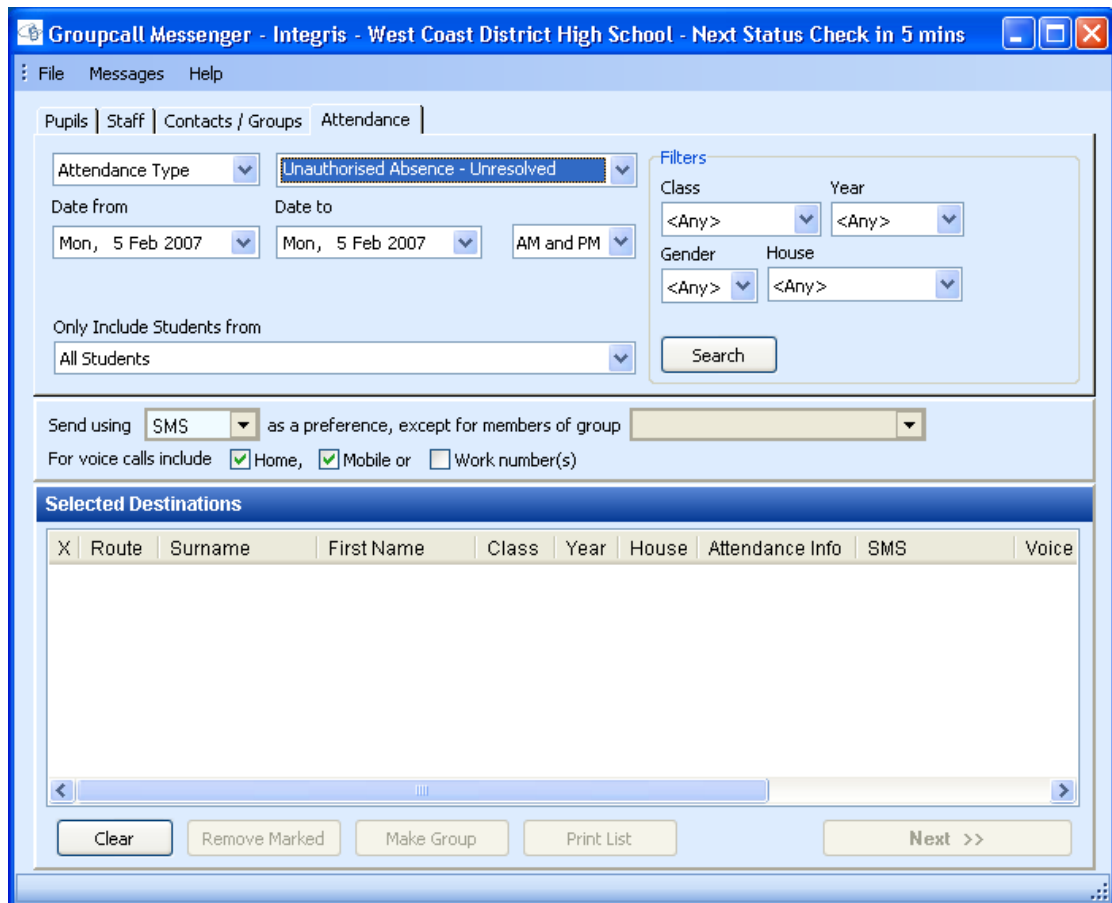
Any changes made to a group are automatically saved.

## Appendix 1 - Attendance Searching

The Attendance Tab in Groupcall will only appear if the school Management Information System (MIS) has the attendance module installed.

This facility allows you to search (typically) for pupils recorded as “Unauthorised Absence” on a particular day.

The Attendance tab looks as follows:-



Simply select the date and the type of Attendance / Absence and hit “Search”. This type of search can take a few moments depending on the number of pupils in the school.

The typical use of this facility is to search for all children who are recorded as “Unauthorised Absence” on a particular day and inform their parents using Groupcall by sending them a standard text or Voice message.

## Appendix 2 - Attendance - Templates and Mail Merge

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When you are preparing the text of your attendance message, you can use “tokens” within the text of the message. Tokens are special words which are replaced when messages are sent. The result is that the same message can be sent to a number of recipients (parents), but the message they each receive will be different. This is because the tokens allow it to be personalised with the child’s name, for example.

A full list of the tokens follows:-

Token	Token name in message	Purpose
First Name	\$Firstname\$	Replaces with pupils first name
Surname	\$\$Surname\$	Replaces with pupils surname
Attendance Dates	\$Dates\$	Replaces with information found as a result of an attendance search from the Attendance Tab. This information is displayed in search results screen in the column labelled “Attendance Data”.

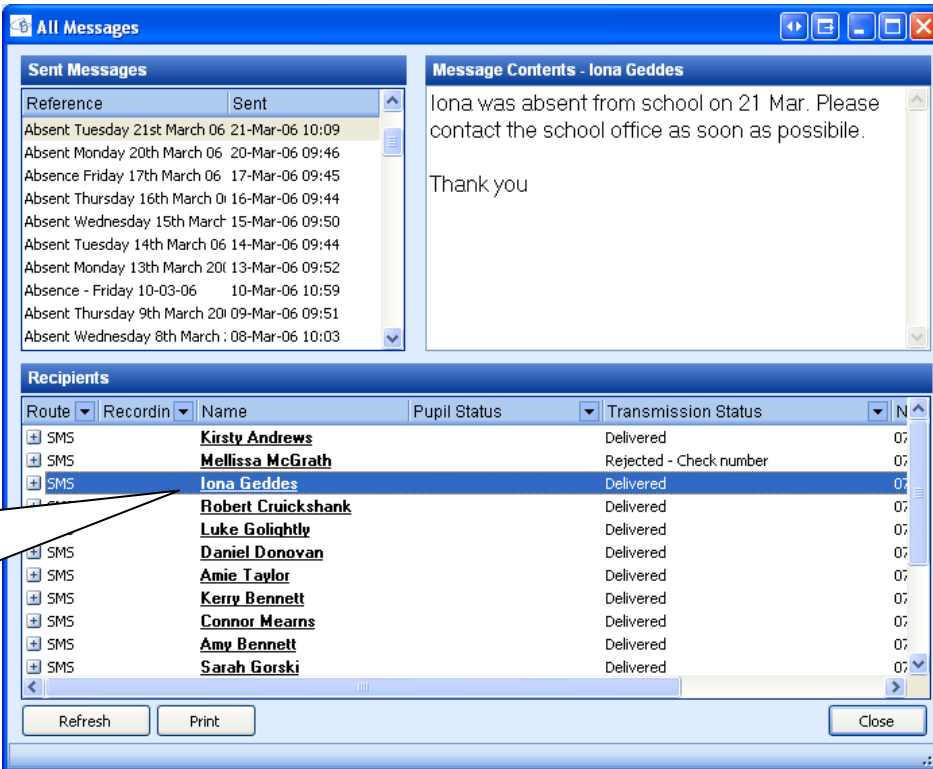
To insert a token in the text of a message, simply right-click when the mouse is within the “Message Text” box and select **Insert Tokens**. When you have chosen the token you want, the token name will be inserted.

*Note: The length of the actual token in the message is not significant, in other words, whatever the length of the token used, the actual data will replace the token at transmission time no matter how long the word is between the \$ signs.*

When preparing Message Text, you cannot have a message longer than the maximum text message length of 160 characters. However, when sending attendance messages including absence dates, it is possible for the message to be longer than 160 characters. Groupcall handles this by automatically splitting the message into two (or more) parts when it is sent. Almost all modern mobile phones will reconstruct the message when it arrives.

When you send a message which contains tokens, it will take longer because each message is different.

The Messages screen has an additional function to allow you to see what was actually sent to a recipient.



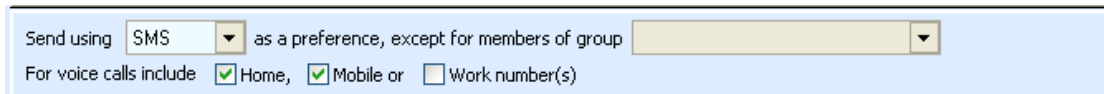
Moving the mouse over a name will highlight it!

Route	Recordin	Name	Pupil Status	Transmission Status	N
SMS		<b>Kirstv Andrews</b>		Delivered	07
SMS		<b>Melissa McGrath</b>		Rejected - Check number	07
SMS		<b>Iona Geddes</b>		Delivered	07
SMS		<b>Robert Cruickshank</b>		Delivered	07
SMS		<b>Luke Golightly</b>		Delivered	07
SMS		<b>Daniel Donovan</b>		Delivered	07
SMS		<b>Amie Taylor</b>		Delivered	07
SMS		<b>Kerry Bennett</b>		Delivered	07
SMS		<b>Connor Mearns</b>		Delivered	07
SMS		<b>Amy Bennett</b>		Delivered	07
SMS		<b>Sarah Gorski</b>		Delivered	07

Clicking on the highlighted name will change the Message Text to reflect the actual message sent (i.e. “Iona” was absent from school on the 21<sup>st</sup> March).

## Appendix 3 - Routing Preference - Creating & Excluding Groups

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The screenshot shows a user interface for setting routing preferences. It features a light blue background. At the top, it says "Send using" followed by a dropdown menu currently set to "SMS". To the right of this is the text "as a preference, except for members of group" followed by another dropdown menu. Below this, there is a section for voice calls: "For voice calls include" followed by three checkboxes: "Home" (checked), "Mobile" (checked), and "Work number(s)" (unchecked).

As previously stated, you can select a routing preference for a recipient or group of recipients prior to sending a message. However, in some cases recipients may prefer that messages are only sent to them via one route i.e. some parents may not want to receive SMS text messages because their mobile phones may have a bad reception etc. Alternatively, the school may decide that it is more effective to contact certain parents by voice because they are more likely to respond.

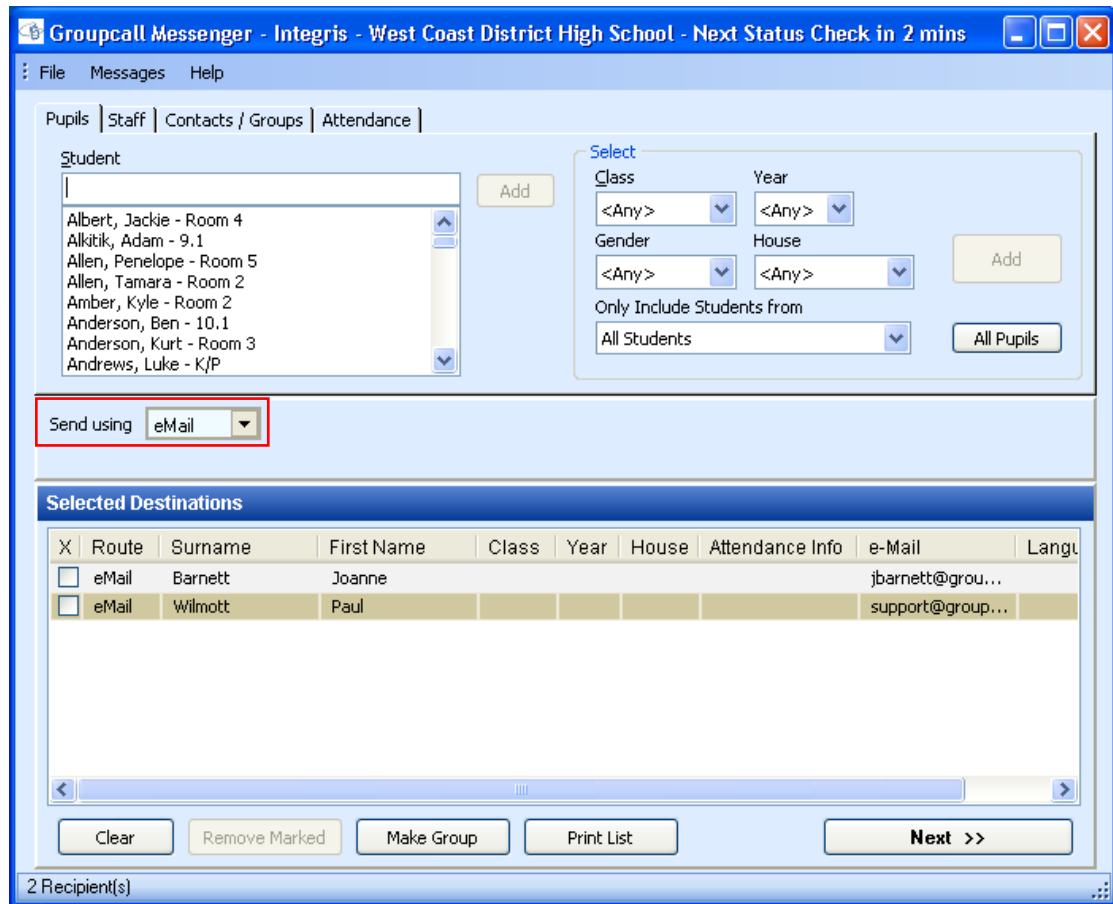
Remembering these exceptions, on a day-to-day basis, may be difficult. To solve the problem you can compile a list of these particular recipients and then save this list as a group named, for example, 'NO TEXT MESSAGES' or 'UNRESPONSIVE PARENTS'.

Whenever, you compile a list of recipients with your routing preference set to say, SMS, you can select that anyone in the group called 'Unresponsive Parents' will have the opposite routing preference (eg. VOICE). To do this, click on the down arrow next to '....except for members of group' and select the relevant group. Now, when recipients are selected, these preferences will be automatically applied.

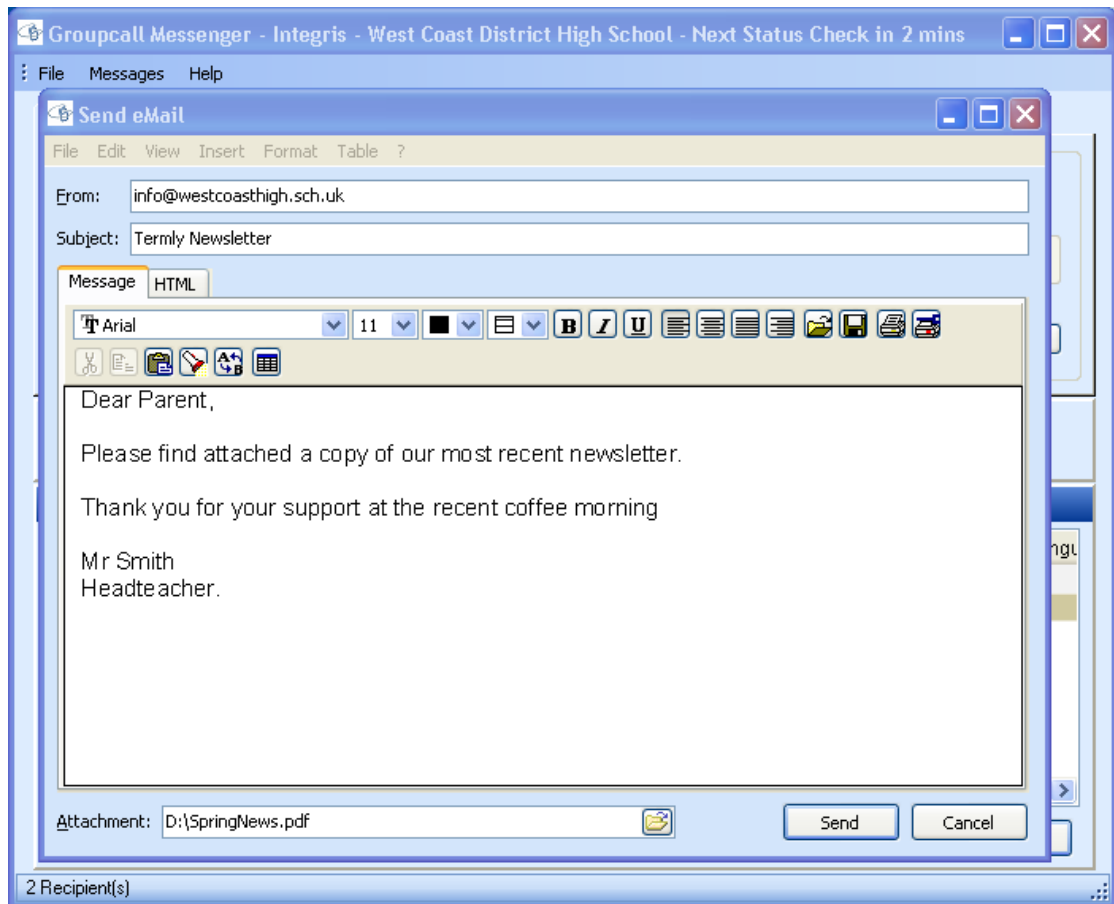
## Appendix 4 - Email Messaging

The ability to send Email Messages in addition to SMS and Voice messages is now available by selecting (send using) 'eMail' from the central bar of the application.

This is an ideal solution to delivering information to parents for documents such as newsletters, parental consent forms, or information updates.



Message recipients can be added to the destination list in exactly the same manner as SMS and Voice recipients, by specifying 'eMail' within the central bar of the main application window, to continue, click 'Next', you will then be presented with the following window which will allow you to prepare the Email message.



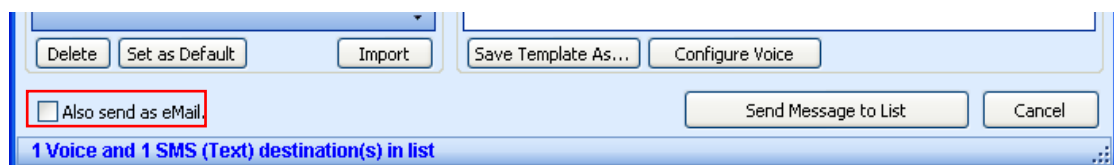
Once the appropriate information has been populated:

- 'From' - to ensure that message recipients can reply to the message if required
- 'Subject' - to ensure that
- 'Message Body' - to ensure that
- 'Attachment' - if required

Your message is ready to send and can be tracked via the transmission report by selecting the Messages menu item, followed by All Messages.

An additional benefit of eMail messaging provision is the ability to send a duplicate message to a corresponding email address, thus ensuring that if a mobile is either switched off, or is out of signal area, then your message will still be successfully delivered to its intended recipient immediately.

Simply place a check in the 'Also send as eMail' box and not only will your recipients receive an SMS or Voice notification, but will also receive a copy of this message to their identified Email address.



## Appendix 5 - Groups and using the Groupcall website

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The ability to manage your own groups has another use in Groupcall Messenger. A Group is basically a number of recipients which can be referred to by a common title. Examples may be Year 1, Football Squad, and Children on the Bus or the whole school.

It's easy and quick to make a whole array of useful groups. Follow these instructions to make a group of staff members:-

- 1) Open the Groupcall Desktop and make sure there are not any existing message recipients at the bottom of the screen.
- 2) Click on the **Staff** tab, you should see a list of all staff members.
- 3) Select the **All** button on the right hand side of the Staff panel and the staff members will be displayed in the results panel.
- 4) Hit **Make Group** and call the Group "Staff" and hit **OK**.
- 5) You've done it, click on the **Contact** Tab and look at the list of Groups, the new Staff group will be there.

The Group Maintenance screen allows you to send your groups to a secure area on the Groupcall website ([www.groupcall.co.uk](http://www.groupcall.co.uk)). It may take a moment to send the information depending on the speed of your internet connection, but it only needs to be done when the groups are changed.

The Groupcall website can be used when you cannot get to the school office and/or your school management system. Once you have loaded groups to the website, you can access it from any Internet Café or Internet equipped PC. The school will be provided with a unique User ID and password to logon to the system when they subscribe to the service.

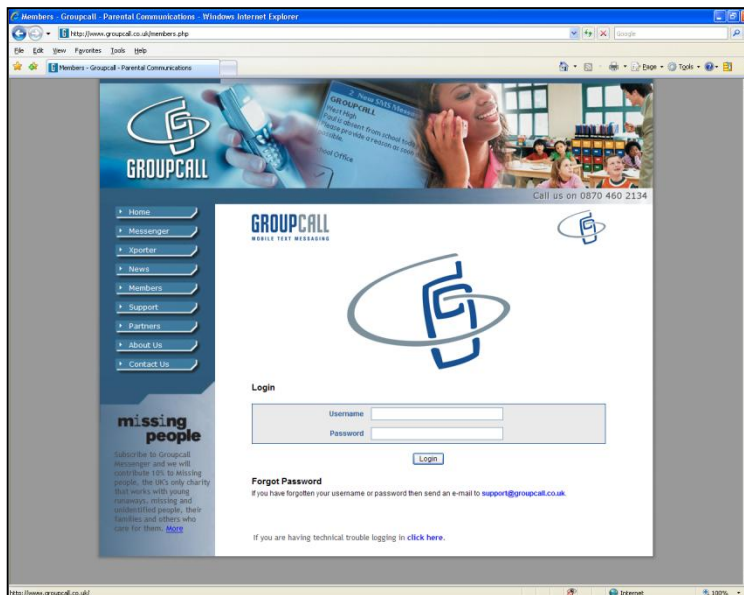
The website can be used to send text messages to Groups of parents, staff and contacts. Examples of how it might be used could range one extreme like a fire or flood to something less serious like updating staff over the holidays without going into the school office.

The following example explains how to send a message from the Groupcall website:-

- 1) From an internet browser, go to [www.groupcall.co.uk](http://www.groupcall.co.uk)



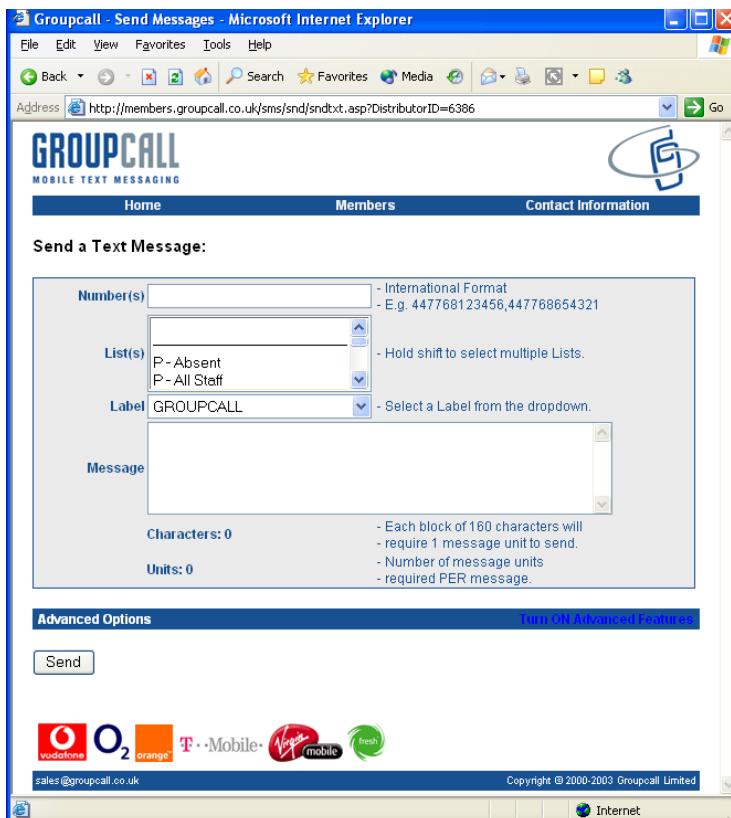
- 2) Select Members from the top navigation bar



3) Enter your username and password and Hit the **Login** button



4) Select **Send Message** to send a message and you will see the following screen:-



- 5) The Lists section will contain all of the Groups you have uploaded. You can select any Group just by clicking on it. If you want to select multiple lists, hold down the CTRL key as you click. In this instance, all members of all selected groups will be sent your chosen message.
- 6) Fill in the Message text that you want to be sent to all recipients and hit **Send**.
- 7) The Messages will be sent immediately

You've done it, that's how easy it is to use the Groupcall website in case of emergency or just when you're at home and you need to pass a message onto your pupils or staff.

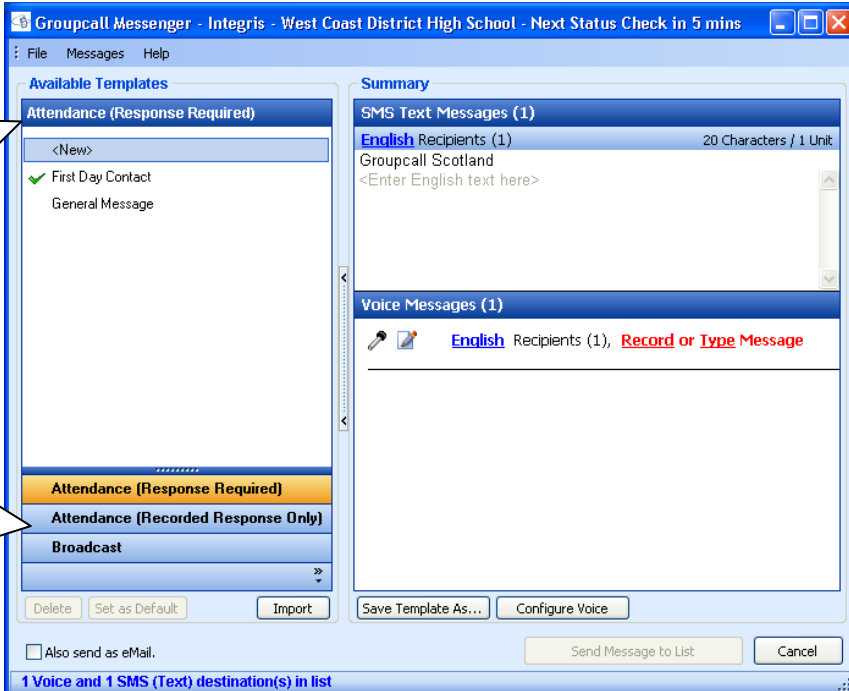
## Appendix 6 - Voice Message Status Codes and their meanings

There are a number of different status messages that will occur for each voice message sent. The different status messages are listed and explained below. The status shows where the call ended. Based on the different status messages, the system may try again.

The Groupcall system can make two different types of voice calls:-

- (1) Broadcast Calls – This is NOT typically used for attendance chasing because the recipient is not required to respond.
- (2) Attendance Calls (Response Required) Calls – This is where the recipient will be chased on different numbers until they have called the school or left a message (depending on the template used).

The way that you choose which type of call is made is by selecting from the Available template types. In the example below, there are two different template types, both relating to Attendance calls.



The screenshot shows the 'Groupcall Messenger' application window. On the left, under 'Available Templates', there are two categories: 'Attendance (Response Required)' and 'Attendance (Recorded Response Only)'. The 'Attendance (Response Required)' category is selected and shows options like '<New>', 'First Day Contact', and 'General Message'. The 'Attendance (Recorded Response Only)' category is also visible. On the right, the 'Summary' pane shows 'SMS Text Messages (1)' and 'Voice Messages (1)'. The 'Voice Messages (1)' section is highlighted in red and includes a microphone icon and the text 'English Recipients (1), Record or Type Message'. Two callout boxes provide additional context: one points to the 'Attendance (Response Required)' section, stating 'Voice calls will be made until the recipient either selects to call the school or leave a message.'; the other points to the 'Attendance (Recorded Response Only)' section, stating 'Voice calls will be made until the recipient leaves a message. They are not offered the option to call the school.'

There is one available template type which is a Broadcast. Any message prepared within this section will call the parent, speak or play the relevant message and then the call will end. The recipient will not be required to respond, although they can if they choose, leave a message.

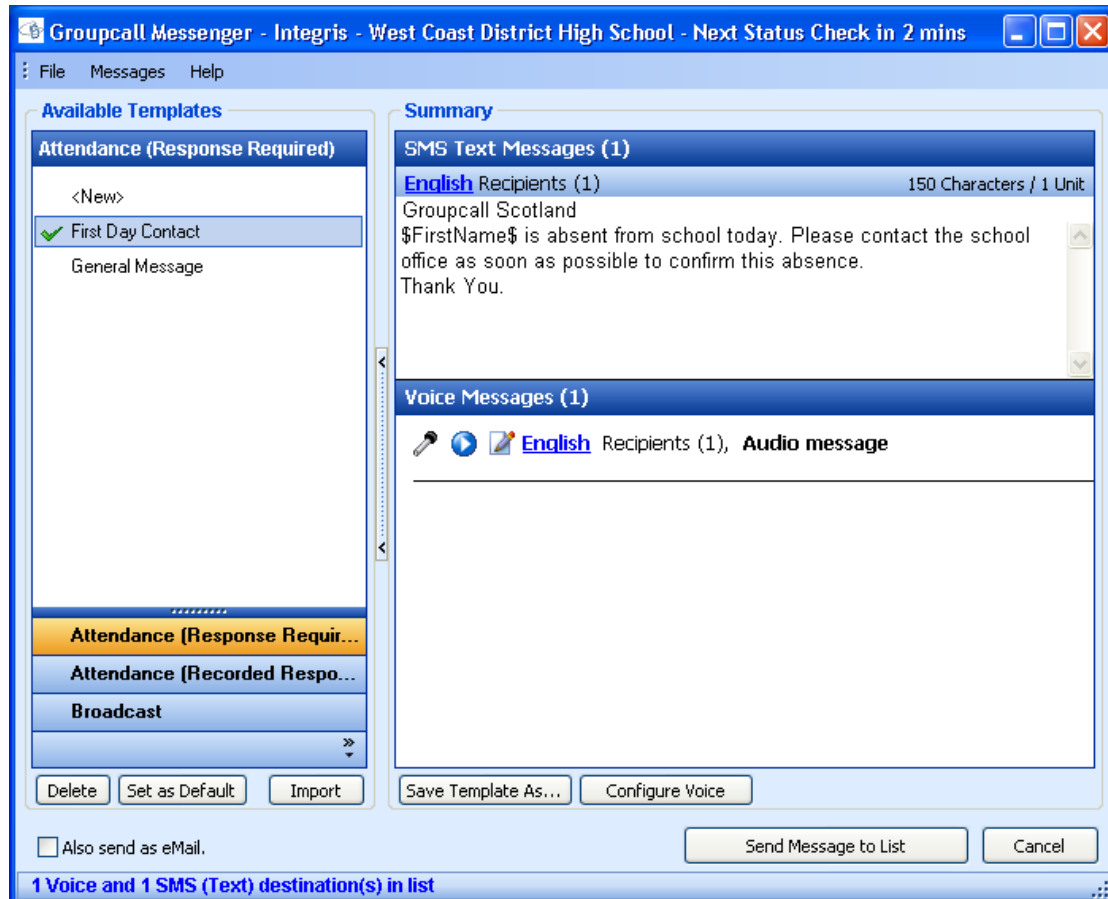
Status Message	Meaning	Will Retry
Msg Left on Answerphone	The phone was answered and an answerphone was detected. A message will be left and the system will try another number (if it has one)	YES (on other number)
Failed	<p>Call Disconnect The call was initiated and the pupil name read, the 'wrong person' option was selected, all further call attempts will stop for this message</p> <p>Call Introduced The call was initiated and the pupil name read, the call was then terminated by the recipient, the system will try again</p> <p>Expired The duration of the call attempts has exceeded the time given to complete a call</p> <p>TransferOrRecord The message recipient terminated the call prior to being successfully offered appropriate choices, the system will try again</p> <p>TransferOrRecordOrEnd The message recipient terminated the call prior to being successfully offered appropriate choices, the system will try again</p> <p>Network_disconnect During the process of being transferred to the school, or leaving a message, the call was terminated by the network, the system will try again</p>	YES
Message Status Unavailable	The software has been unable to retrieve message status, possibly due to being shutdown, or not connected to the network/Internet	N/A
Failed – Retries exceeded	Call failed, all numbers have been called with no successful response	NO
No Answer	<p>No Answer The call has been initiated, but there is no answer at the destination</p> <p>No Response The call has been initiated, but there is no answer at the destination</p>	YES
Rejected – check number	The call has not been able to proceed. Either the number called is unavailable or no longer in use. You may confirm that the number has the correct number of digits (minimum 11). A simple form of confirmation would be to manually dial the number to establish if the line is in service.	NO
School Called	The recipient selected to Call the school. The system will accept this as a completed call.	NO
Failed connecting to the school	SchoolCalled_far_end_disconnect Parent has listened to the	NO

	<p>message, selected to talk directly to the school, but then terminated the call</p> <p>SchoolCalled_network_disconnect</p> <p>Parent has listened to the message, selected to talk directly to the school, but the call has not been able to be taken</p>	
WrongPerson	<p>The recipient has selected that this is the wrong number to call for the message. The number will not be tried again for this call. It will be used in subsequent calls, if you do not remove it from the MIS system.</p>	NO
Message Left	<p>The recipient selected to Leave a Voice Message. The Recording column will show 'Available' or 'Heard' corresponding to the appropriate message that has been left in response to the original call. The system will accept this as a completed call.</p>	NO

## Appendix 7 - Preparing a Voice Message and recording Voice Prompts

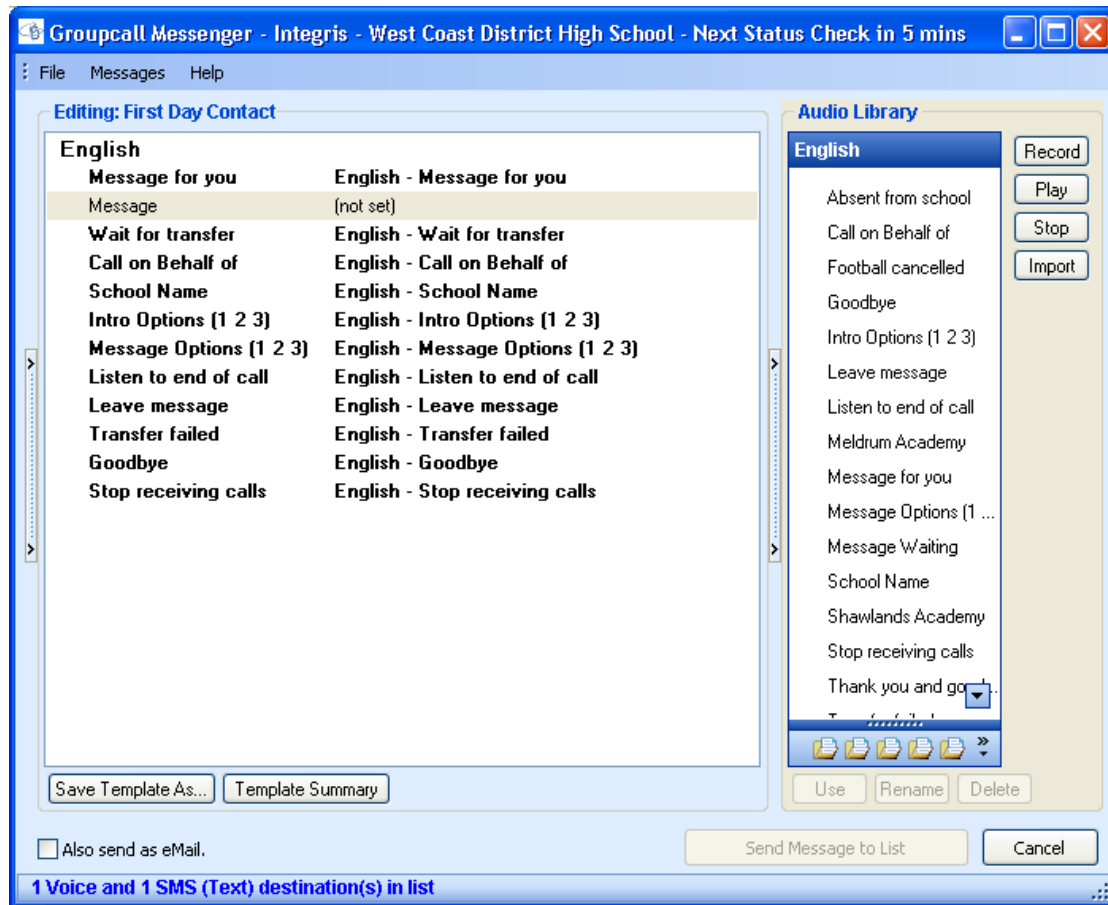
Messenger also allows you to record messages (using a PC microphone) which are sent to parents, which can be used instead of the automated voice (text-to-speech) facility. Messenger is shipped with a number of pre-configured templates which mean that natural (pre-recorded) voice messages are available and ready to be used if required.

The following screen shows a completed “ready-to-use” voice template:-



To listen to the message that will be sent to parents, select the Play button. If you wish to re-record the message (you will need a microphone connected to your PC), select the microphone button and follow the on-screen instructions.

If you want to listen to all of the voice prompts for your call or if the voice call specifies that it “Needs configuring”, select the ‘Configure Voice’ button, which will then present you with the following screen:



The left hand side of the screen displays the individual parts (placeholders) of the Voice call that require to be configured.

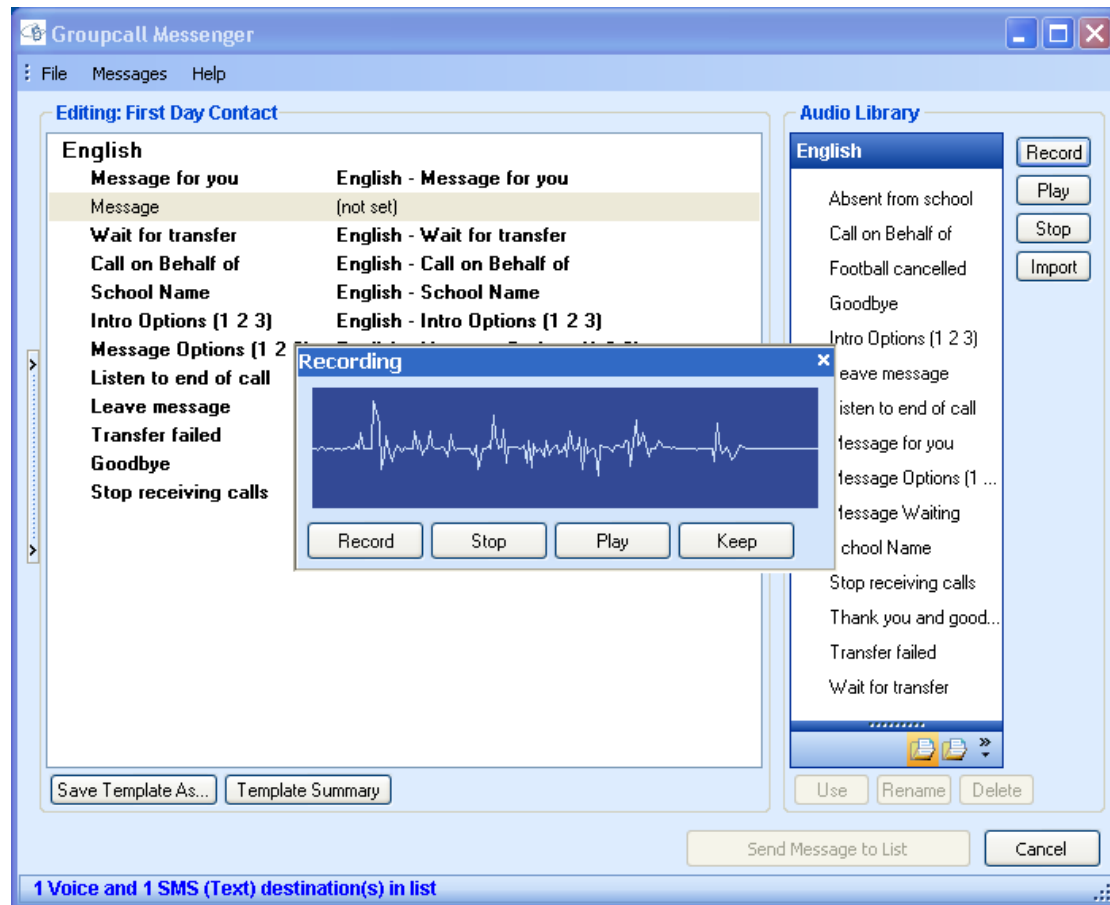
The right hand side of the screen displays Voice prompts that have been recorded and stored in the audio library. Each element of the voice call needs to be recorded separately in the audio library. For an explanation of what should be recorded for each voice prompt, select the following link:-

[www.groupcall.co.uk/voiceprompts.htm](http://www.groupcall.co.uk/voiceprompts.htm)

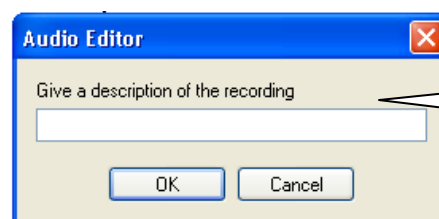
Save entries in the voice library with the same name as the elements of the voice call. This will prevent you from having to associate a voice prompt with a placeholder every time you wish to send a message.

However, we strongly suggest that the ‘Message’ prompt is saved with a different label for every message that you send, this will avoid confusion and will assist you when trying to remember what each message in the voice library refers to.

To record a new voice prompt and store in the audio library, simply follow the subsequent instructions:



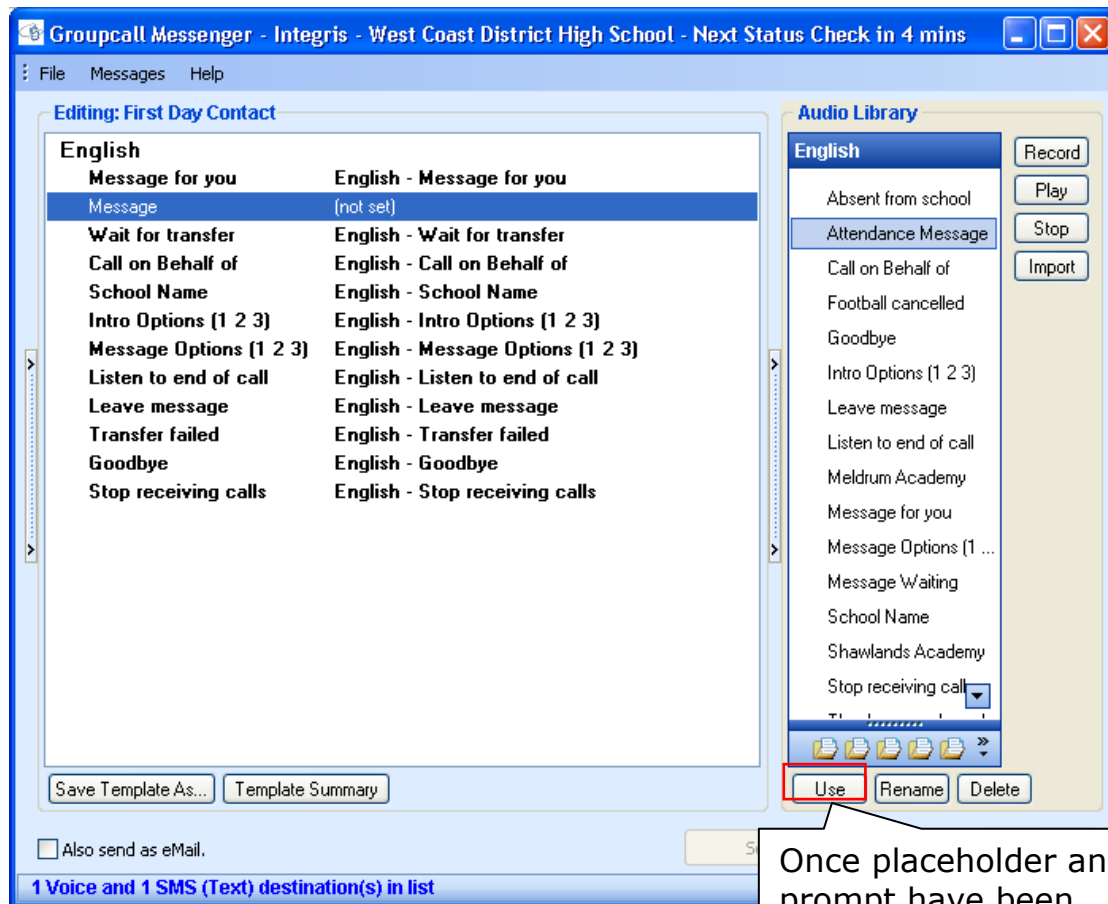
Select Record from the Audio Library section and begin speaking your message, once complete, press 'Stop', you can replay the message that you have just recorded to confirm that you are happy, then click on 'Keep' to save the message with an appropriate description to your audio library.



Give your recording a meaningful label, and then click OK.

The next step is to associate the prompt that you have just recorded with the appropriate placeholder in the Voice call.

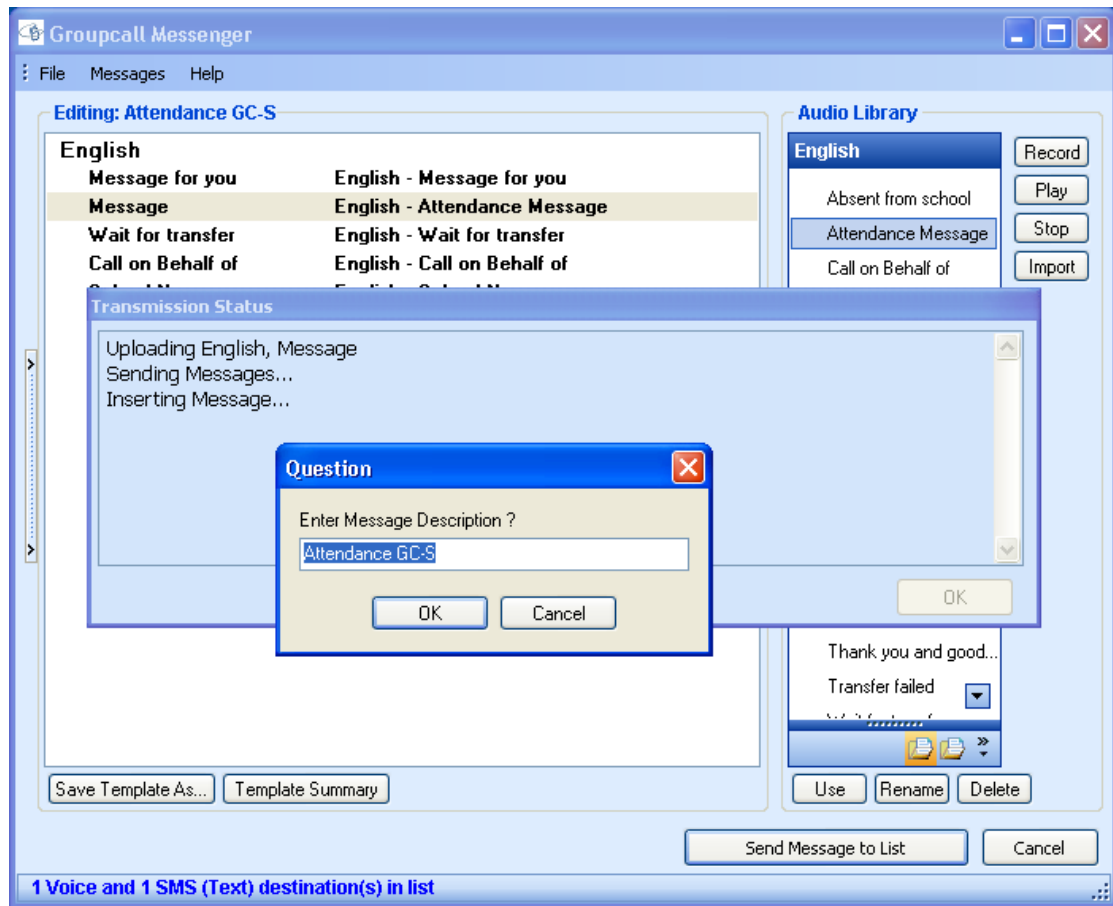
Ensure that the correct placeholder is selected on the left hand side of the screen, select the appropriate prompt from the right hand side of the screen and click 'Use' as shown below:



Once placeholder and prompt have been selected, click 'Use'

Once you have completed all of the elements, save the template using the “Save Template As...” button. Then select “Template Summary” and you will see that the Voice message is now ready to be sent.

You are now in a position to send your message to the recipient list by clicking on ‘Send Message To List’



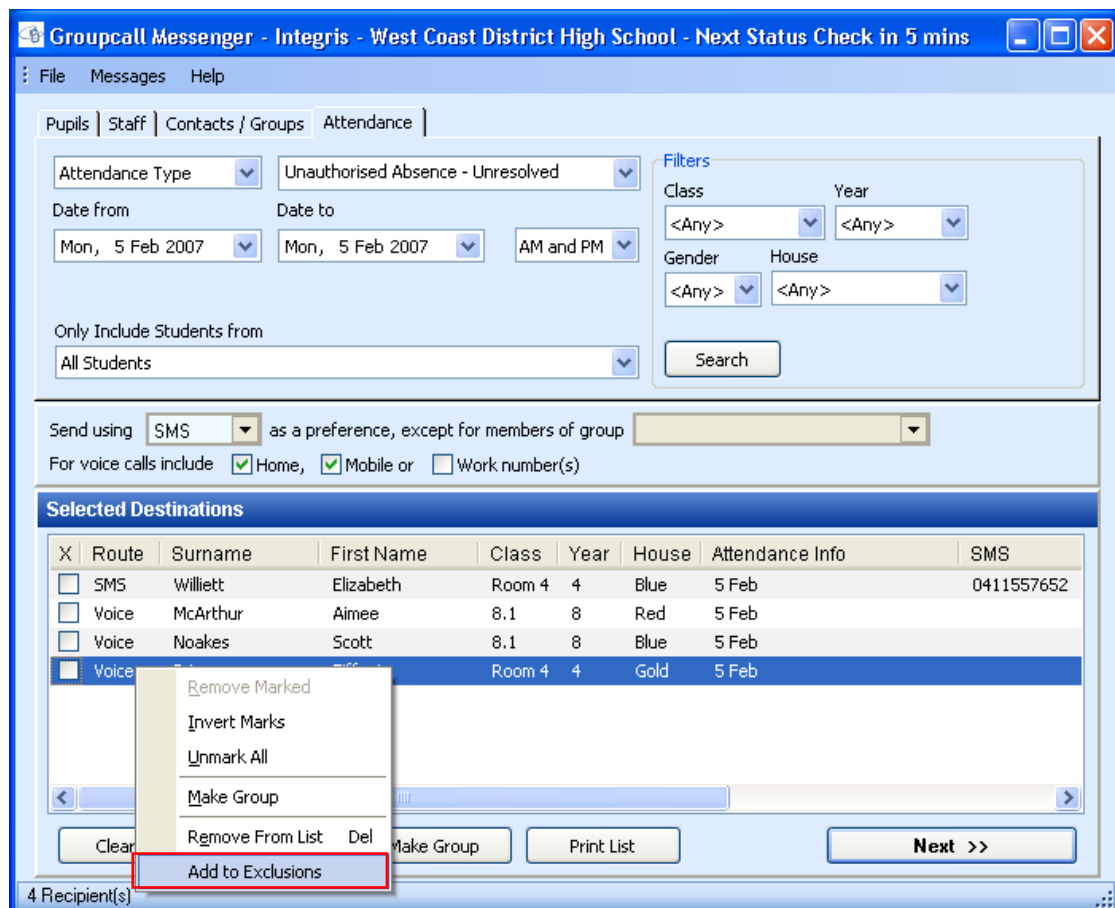
Once you have selected 'Send Message To List' you will be prompted to enter a message reference, which will be automatically date and time stamped for your future reference.

Your message will now be processed and delivered to its intended recipients.

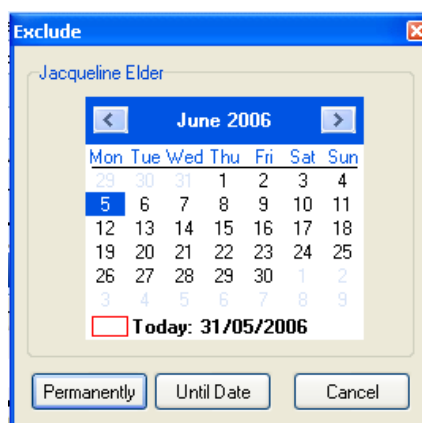
## Appendix 8 - Marking contacts as 'exclusions' from the Groupcall Message

If a parent has contacted the school to identify that their child will be absent from school for a period of time, you can add that pupil or contact to an exclusion list.

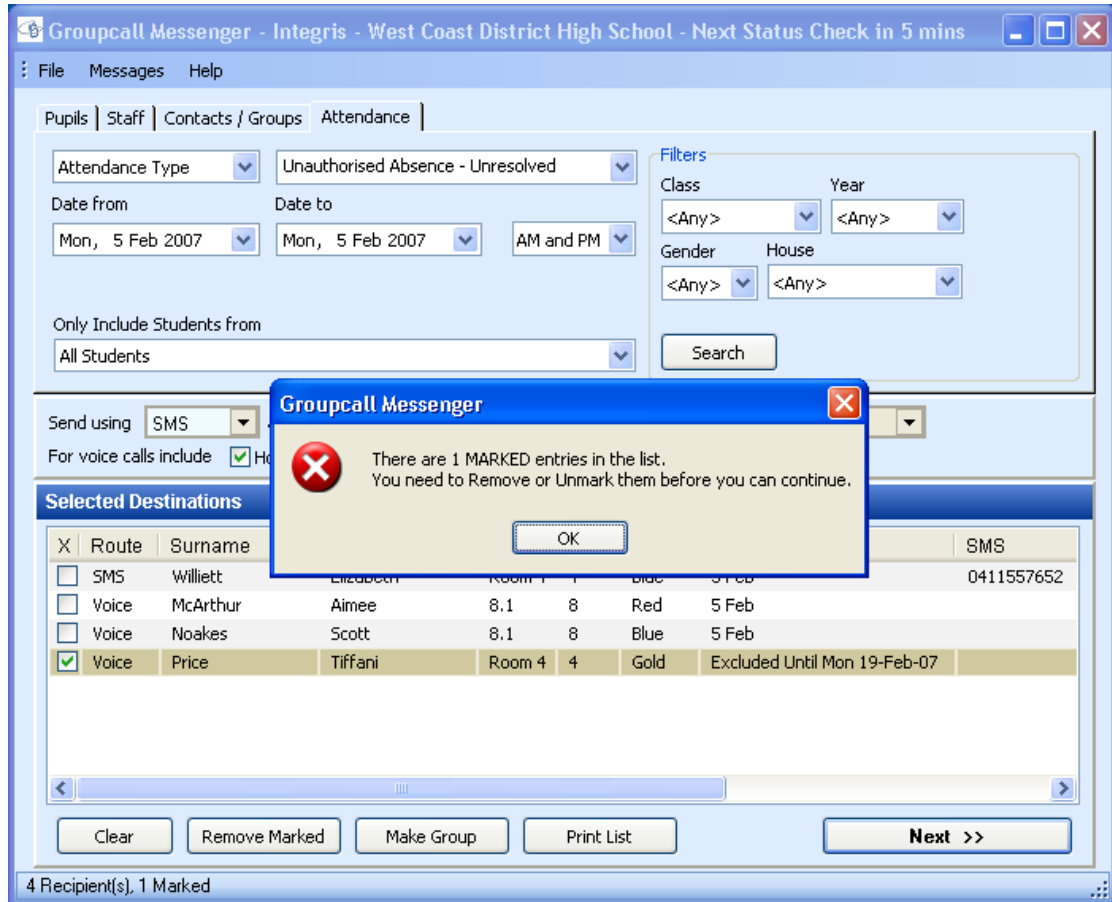
This works by identifying the pupil/contact and right clicking on their name and selecting 'Add to Exclusions'. This can be applied for a specified time, or permanently. An example follows:-



Once selected, you can specify that contact via Groupcall Messenger with the identified pupil will be excluded 'Until Date' specified, or permanently.



In all future Attendance, group or individual searches, any pupil that has been marked as 'Excluded' will be identified and automatically marked for removal from message recipient lists.



The screenshot shows the 'Groupcall Messenger' interface with the 'Attendance' tab selected. The search criteria are set to 'Unauthorised Absence - Unresolved' for the date 'Mon, 5 Feb 2007'. A dialog box is overlaid on the screen, indicating that one entry is marked. The 'Selected Destinations' table below shows the following data:

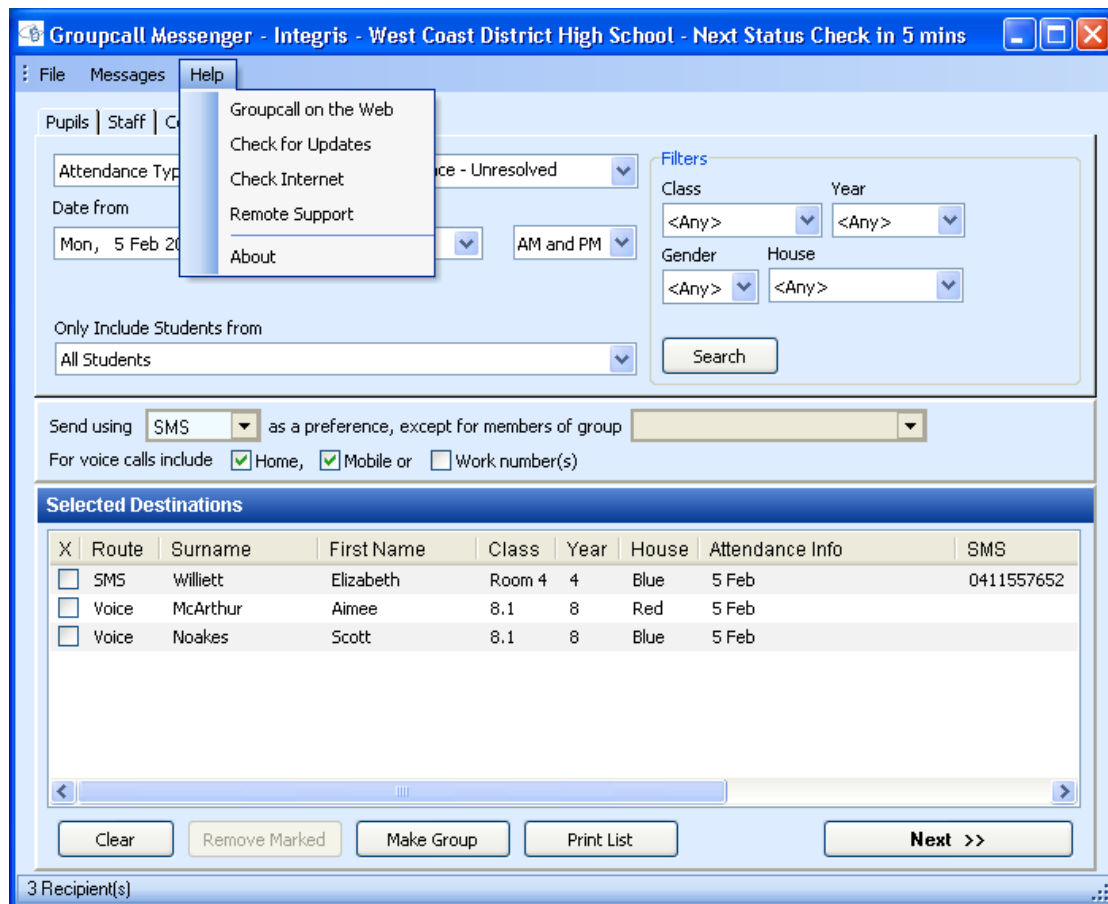
X	Route	Surname	Class	Year	House	Message	SMS	
<input type="checkbox"/>	SMS	Williett	Elizabeth	Room 1	7	Blue	5 Feb	0411557652
<input type="checkbox"/>	Voice	McArthur	Aimee	8.1	8	Red	5 Feb	
<input type="checkbox"/>	Voice	Noakes	Scott	8.1	8	Blue	5 Feb	
<input checked="" type="checkbox"/>	Voice	Price	Tiffani	Room 4	4	Gold	Excluded Until Mon 19-Feb-07	

Once the individual has been removed by selecting 'Remove Marked' you may proceed with sending the message as normal.

## Appendix 9 - Additional Groupcall Application enhancements

Additional functionality has been built into the Groupcall Messenger Application to assist you with normal operation of the software.

These enhancements are available by selecting 'Help' from the main application file menu:



- **Groupcall on the web**  
Will automatically log you onto our secure website with your school credentials and allow you to send text messages via our web interface to allow you to become familiar with this function prior to sending messages when you may be out of school
- **Check for updates**  
Will automatically direct you to our secure website and confirm that you have the most recent version of the Multi Language (ML) Application and download a new version if necessary
- **Check Internet**  
Will confirm the status of your Internet connection specifically to ensure that Groupcall messages will be delivered successfully
- **Remote Support**  
Will allow a Groupcall Technical representative to assist you remotely using our secure Citrix based remote support tool

## Appendix 10 - Technical Specification

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Groupcall Messenger interfaces fully with the following MIS systems:

Pearson Phoenix Gold, E1

Facility CMIS

Capita SIMS

Integrus, G2

SEEMIS

In addition to operating in a 'Standalone' mode, for independent use of the software without the availability of an MIS.

Groupcall Messenger benefits from its own unique 'Auto Update' feature which allows you to take full advantage of the most up-to-date feature rich functionality from the UK's leading provider of Parental Contact and Truancy Management systems for Schools and Local Authorities.

The software is installed to a shared network location, allowing multiple staff throughout the school to send SMS, Voice and eMail messages and check the individual delivery receipt for every message recipient. The application will automatically update message statuses by contacting our messaging servers if the following parameter is passed to the application - '/poll'

### **The software operates as follows:**

Within the Groupcall folder there is a small application 'Groupcall\_ML.exe' which is identified as a 'runner application. This reads information contained within the configuration file 'GCRun.ini' which identifies the most recent version revision that the main application will run.

This allows the same shortcut to remain on users desktops even after an automatic update has taken place, as the new application revision will be downloaded and will also update the 'GCRun.ini' file accordingly.

When creating a shortcut to place on a user's desktop, please ensure that the following rules are adhered to regarding specific MIS systems:

The desktop shortcut should point to the following location:

[\\networklocation\groupcall\groupcall\\_ml.exe](#) /poll

The specific MIS system details can be specified within the Groupcall.ini file under the section heading: [DefUserParams] and takes the format: MIS=<Your MIS system Name>

Should you have any questions relating to the operation of our Messenger software that you believe have not been covered within this guide, please contact a member of our support team who will be more than happy to assist you with your query.